

2020



STUDENT HANDBOOK

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Welcome

Today is the first step in your learning journey. Our aim is to guide, support, and help you achieve your goal of becoming a qualified education professional. Lead Institute collaborates and works with the early childhood industry so we can provide you with current practices and skills.

Lead Institute is affiliated with LEAD Childcare, so we can offer the most up-to-date knowledge on what is happening in the Early Childhood industry.

Our team can deliver your Early Childhood qualification with a difference.

Our students will have the opportunity to complete their practical placement in one of LEAD Childcare’s services where you will focus on engaging with children, exploration of environments, and child-focused learning.

Each course has been designed to meet both training and industry requirements and designed to be stimulating and practical. You will be introduced to the industry frameworks and requirements, as well as, how to apply these using theoretical and practical approaches.

During your time with Lead Institute, you will have the opportunity to develop as a professional through our training program and practical placement. We will place you in high-quality services where you will have a coach and mentor to support you throughout your learning.

Our trainers and assessors will inform you of all assessment and placement requirements. You will also have access to a dedicated Student Welfare Officer who can talk to you if you need additional support.

Lead Institute is a positive environment where our team want to make your journey with us both happy and rewarding.

Lead Institute is committed to make your time with us to be as best it can be.

Learn
Empower
Aspire
Develop

Contact Details

| | |
|-----------|--|
| Address | 120 Brunswick St, Fortitude Valley QLD 4006 |
| Telephone | 1300 170 895 |
| Website | www.leadinstitute.com.au |
| Email | hello@leadinstitute.com.au |

Facilities and Location

About our campus

Our state-of-the-art facility in the heart of Fortitude Valley has been designed and developed to promote student safety and training collaboration.

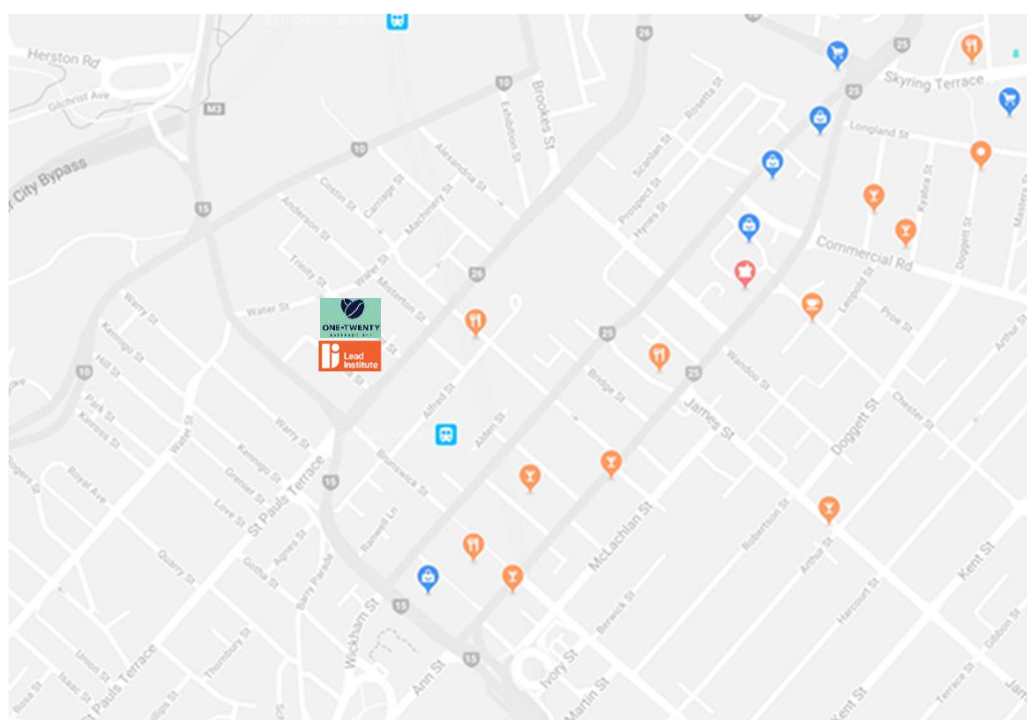
Our building is centred around our students and the learning experience. Spread across the top level, our classrooms are versatile and allow multiple classroom styles to maximise the educational productivity within our courses.

We also have private and group study rooms, as well as, our own coffee shop.

We are located just a quick 5-minute walk from Fortitude Valley train station!

Facilities

- A coffee shop on the ground floor
- Free student Wi-Fi
- Micro Library
- Private and group study rooms
- Large student breakout areas
- Laptop lending service
- Skills training room
- End-of-trip facilities
- Full kitchen



Lead Institute Code of Practice

The Code of Practice outlines the standards and guidelines under which Lead Institute operates. We are committed to adhering to all applicable policies and procedures and will use these as a guide to support best practice.

We endeavour to ensure our practices are safe, fair and align with our vision and mission statements. Lead Institute will:

- Aspire to create a culture of care and education
- Have policies and procedures in place that support excellence in customer service
- Welcome feedback from a range of sources. Feedback will be collected and used to develop and maintain a continuous improvement plan
- Have effective and administration and management systems in place to support students in addition to prospective students
- Value diversity and ensure our practices are inclusive and non-discriminative
- Provide you with a trainer/assessor that is qualified and suitable to reflect the course you are undertaking
- Value student's welfare; therefore, we will offer internal and external support when needed in a confidential and sensitive manner
- Provide you with a state-of-the-art campus that will support your learning in a maintained, relaxed and aesthetically pleasing environment
- Ensure that all information given will be current, accurate and transparent
- Support our students through the grievance process in a professional manner
- Adopt a holistic approach and work collaboratively with all stakeholders
- Develop and implement strategies to support individual learning and development needs

Student Code of Practice

This Code of Practice lists your obligations as a student at the Lead Institute.

Please read this carefully to ensure your student journey is a positive experience.

Your Responsibilities

- Report inability to attend training or practical placement when appropriate
- Attend any face-to-face assessment meetings that may be scheduled
- Submit all assessments on time
- Read and understand all of Lead Institute terms and conditions (as per this Student Handbook and information contained on the website)
- Discuss any concerns that you may have with an appropriate Lead Institute staff
- Maintain appropriate contact with trainers/supervisors/employers
- Demonstrate courteous and respectful behaviour when dealing with Lead Institute staff, other learners or relevant stakeholders
- Read and maintain resources that are supplied in relation to the relevant course of training
- Maintain awareness for Occupational Safety and Health matters
- Exercise appropriate care for any physical property that may be in your care

Class Attendance

On-campus students are required to attend all sessions, whether conducted on our premises or located at specialised venues.

You must notify the office in advance if you are unable to attend any session. Your trainer will mark attendance during class, making note of any late arrivals or early departures.

Please note that Centrelink requests information from Lead Institute relating to student attendance and progression.

Work-Based Placements

The term “work-based training” is considered to mean training and/or assessment that will occur in a workplace other than in a provider’s own simulated workplace environment. This may also be referred to as “practical placement” or “vocational placement”.

Students will be informed of all work-based training requirements through course material issued to them prior to formalising their enrolment. Upon enrolment and prior to commencing work-based training, Lead Institute will hold an Orientation Session to convey, amongst other items, the following information:

- Rights and responsibilities of students in the workplace.
- Rights and responsibilities of LEAD Childcare or other Host Centre.
- Rights and responsibilities of Lead Institute.
- Assessment in the workplace.

Lead Institute will coordinate an appropriate work placement for you. You are required to attend all sessions where your tasks and expectations are discussed.

Prior to commencing your work-based training, you will need to have applied for, and received, your Working with Children Check. This is also known as a Blue Card in Queensland. It is important that this is applied for on, or prior to, your first day of study to allow sufficient processing time. The friendly Lead Institute Enrolments Team will assist you with your application submission.

Other obligations of work-based learning:

1. If you are unable to attend, you must phone your Work Placement prior to your commencement time on that day.
2. You must also phone or email the Lead Institute to notify them of your inability to attend your placement. Your trainer/assessor will discuss any additional time that may need to be made up due to your absence.
3. You must wear your Lead Institute t-shirt, enclosed shoes and shorts/pants/skirts that are at least knee-length. Long hair needs to be tied back to comply with hygiene and safety standards. Long nails are unsuitable when working with babies and young children, so please ensure keep your nails clean and short.
4. Check with your work placement for any specific requirements.
5. Read and be aware of your task requirements. Take ownership of these tasks and work with your mentor or supervisor to ensure you complete these during your placement.
6. Collaborate with your mentor or supervisor to demonstrate all tasks and have them signed off when you have undertaken these successfully. Your assessor will also work through these with you.

Course Progress

Regular meetings between the Lead Institute Trainer and Assessor, the student and the host employer will enable your course progress to be monitored. Where it is the determination that the student is not meeting course progress requirements, coaching and mentoring will be offered.

Lead Institute does not accept assessment conducted by workplace supervisors and managers. Only Trainers and Assessors employed by Lead Institute will conduct the Assessment process.

Dress Standards

Smart casual attire is required for attendance at campus activities. The following are not permitted while on campus and in the workplace:

- Hats in class.
- Clothing with offensive messages or pictures.
- Clothing that exposes the midriff.
- Low-cut tops/blouses that expose cleavage.
- Backless tops or dresses.

Shoes should be appropriate for the activity and meet all necessary workplace health and safety standards. When attending vocational placement, shoes must be completely enclosed—no open toe shoes permitted.

All arranged off-campus or practical placement activities will require you to wear the Lead Institute t-shirt. You will be issued with one (1) Lead Institute t-shirt upon your commencement of studies. Should you wish to purchase additional t-shirts, you can purchase these from Reception or contact Administration.

Punctuality, Respect, and Courtesy

Please be punctual to all classes, appointments and work-based training days. Punctuality is as a mark of respect to your fellow students and your trainer. Trainers will commence class at the set time so please arrive prior to this time so you can settle in.

You are required to speak to all people at the Lead Institute and during our work placements with courtesy, manners and respect.

Sensitivity and Respect

You are expected to interact positively and display a warm and caring attitude.

Never use physical punishment or verbal aggression.

Instant course cancellation will result from any action that violates the dignity or safety of the child or individual for whom you have the responsibility of care. Further action will be taken where necessary.

Attitude and Behaviour

You are training to become a professional in your chosen field. This requires you to demonstrate a positive attitude and behave in a manner that always depicts this attitude. The public judges both you and Lead Institute on the image you project.

Always behave and treat others in a professional manner. Remember to be a role model for your fellow students, trainers, families and children that you interact with.

Assessment Submission

Please ensure you submit your assessment material and work placement workbooks by the correct date.

Before you submit to check the following:

1. Label clearly with your full name in all the correct areas
2. Sign all required areas
3. Check all assessment requirements have been completed and are included
4. References are clearly listed, as required

The preferred method of assessment submission is through the Cloud Campus online portal. If this is not possible, please speak with your trainer and if approved, email completed assessments to assessments@leadinstitute.com.au with your student number and unit/cluster name in the subject line.

If it is a hard-copy submission, please submit and sign in at reception. Please ensure you also retain a copy of the completed assessment.

DO NOT GIVE ANY WORK DIRECTLY TO A TRAINER. It must be recorded in our system that you have submitted your work.

Posting assessments

If you are posting in your assessments, please ensure that you place it in a traceable registered post envelope and have retained a copy, as Lead Institute is not responsible for any work that does not arrive.

Lead Institute is required to retain original copies of your assessment for a period of six (6) months from the issuance of your qualification or from your withdrawal from studies. You will be reminded via email that your work is ready for collection. You will have one (1) month to collect your work before it will be securely destroyed.

Assessment Resubmission

If you receive notification that your assessment was deemed as 'Not Yet Competent', you will need to provide more evidence to support your claim for competency.

This could mean revising some work, putting extra or more relevant information into your evidence, or demonstrating a task again. If, after three (3) resubmits your work is still 'Not Yet Competent', you will be required to re-enroll in, re-pay and re-do the work for the unit, in order to achieve the full qualification.

Assessment Feedback

You will receive feedback regarding the outcome of each of your submitted assessment pieces.

To be deemed 'Competent' against a nationally accredited unit, you must meet all the requirements for all elements that comprise that unit.

Plagiarism

It is not permissible to attempt to pass off another person's work and ideas as your own.

To do so constitutes plagiarism and will result in penalties, including exclusion from the unit or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously, and all students will be made aware of their responsibilities in this regard. Students will be expected to sign a Plagiarism Declaration prior to submitting any work for assessment.

Smoking

Smoking is not permitted at Lead Institute or on any Lead Institute activity including work placements and visits. It is illegal in Queensland to smoke inside buildings, restaurants and any public place. Smoking will restrict your job opportunities and is a health hazard.

Please do not smoke whilst wearing your Lead Institute t-shirt.

Enquiries

The friendly Lead Institute team is always here to help you.

On-Campus Students

Please see staff during break times or make sure you let them know you wish to talk to them. Booking a time in advance to speak to someone means they can focus on you and your queries.

External Students

Please leave time and contact number for your trainer to return your calls.

Emails are a good option to contact your trainer as upon completion of teaching they can return your email

Enrolment with Lead Institute

Enrolment: Entry Requirements, Process, and Dates

Please contact Lead Institute to confirm any pre-requisites that are required for entry to the course in which you are interested. Entry requirements may relate to:

- Levels of language, literacy and numeracy skills appropriate for successful completion of the coursework and, for effective performance in the workplace in the specific job-role
- Access to a relevant workplace and job-role where the required competencies can be learned and practiced
- Access to a computer that has appropriate software and capacity to access learning and assessment materials – if studying in our self-paced mode
- Access to an Internet connection with sufficient capacity to download course materials (e.g. broadband connection) – if studying in our self-paced mode
- A Working with Children Check, or the ability to gain one

Once Lead Institute receives your Application for Admission, our Enrolments Team will reach out and discuss with you the reasons for applying and guide you through the Admissions process. Prior to being issued with a Confirmation of Enrolment, applicants will be required to undertake a Language, Literacy and Numeracy (LLN) Assessment to ensure a suitable level of skills needed to complete the course they are seeking enrolment in. Students who feel they require support are encouraged to state this upon enrolment during the Language, Literacy and Numeracy assessment. Our staff will assist you in devising strategies and support to assist you through the course. In some cases, extra literacy courses may be recommended.

Lead Institute has several intakes on offer each year. Please ensure there is sufficient time prior to your desired commencement date to process your enrolment.

During the enrolment process, information regarding tuition fees and any incidental relating to the course you have applied for will be provided. Our Enrolments Team will also discuss our available payment terms and methods.

Modes of Training

Students are provided with training learning materials and assessments throughout their course. Students are responsible for their own training materials as there is a fee for the replacement of material.

Face-to-Face Classes

For students who have elected to study in our classrooms, you will receive a timetable showing the dates and times of your selected qualification. The course design flows through learning the industry and its requirements to how to be a highly sought-after professional. Qualified trainers will lead the class through the various aspects of the course and guide you with the related assessments.

Self-Paced (External)

The self-paced study program has been specially designed to ensure a logical flow through the learning process. Students studying in a self-paced model will have an allocated trainer/assessor who will contact you regularly. You will also be provided with their contact details so you can also reach out to seek a response to your questions or concerns. Our trainers believe in a supportive and team-based approach to training and assessing.

Additional Support

Lead Institute realises that at times students may need additional support to be successful. There are those students who need support writing down their knowledge or home issues that impinge on their learning, so we offer you additional support to make your journey successful.

Remember: Individual Tuition must be booked in advance. Unfortunately, it is not possible for us to supply you with the appropriate support if you do not book, as we need to ensure your allocated tutor is prepared to support you.

Unique Student Identifier (USI)

All students who enrol with Lead Institute will be asked to either obtain a Unique Student Identifier or provide their previously issued USI to the Enrolment team. Students cannot commence their studies without a valid USI. If you have not created a USI before, please refer to the USI website: <https://www.usi.gov.au/students/create-usi>

Students who require assistance in applying for a USI may request this from the Lead Institute Enrolment team.

Please note the following:

- Lead Institute will require students to provide their consent prior to assisting them in obtaining a USI.
- Every USI presented to LEAD Institute by a student will be checked for validity.
- Lead Institute will not be able to issue any certificates or Statements of Attainment until a student obtains a valid USI (unless an exemption applies under the Student Identifiers Act 2014).

Student Information

Records of the following, amongst other items, are maintained:

- Student enrolment records
- Student attendance records
- Student assessment records
- Student work
- Student/Employer Workplace Agreements
- Student workplace experience and learning
- Fees paid and refunds given
- Details of complaints and appeals

The above records will be kept for whichever is the longer period:

- A period of two (2) years *or*
- The duration of the student's enrolment *or*
- The duration of an Appeals application

Records of results, qualifications and Statements of Attainment for all students are stored in individual student files and the nominated Learner Management System at a central location. These records and records of summative assessment sheets will be kept for a period of 30 years.

In the event that Lead Institute ceases to operate, it will transfer, within five (5) working days, all records to the Registering Body and ensure all participants have all received a copy of their records.

Withdrawing from Studies

Students who wish to withdraw from their studies at Lead Institute are required to inform the Lead Institute Administration Team in writing.

Please ask Reception or Administration staff for a Withdrawal Form.

Complete this form and return this to Administration for processing. If you wish to request a refund, please read our Fees, Charges and Refund Policy to inform yourself of this process.

Issuing of Qualifications and Statements of Attainment

Lead Institute is committed to maintaining a high level of accuracy and integrity regarding the issuing of nationally recognised qualifications. It endeavours only to issue certificates to those candidates who have successfully completed assessment activities that have been assigned to them and who have been deemed Competent units or entire qualifications.

Lead Institute has implemented stringent guidelines and procedures for issuing certificates, which can be seen below:

- Lead Institute will issue AQF (Australian Qualifications Framework) qualifications, Statements of Attainment and Academic Records within 30 calendar days of course completion.
- Lead Institute will only issue qualifications and Statements of Attainment to those who have a valid Unique Student Identifier (USI).
- All qualifications and Statements of Attainment issued by Lead Institute will comply with standards outlined in the AQF Issuance Policy.
- Qualifications will only display the logos of entities such as the AQF and Nationally Recognised Training as outlined by the Logo Use Guideline issued by the particular authority. These guidelines are kept on the Lead Institute system for reference by the appropriate staff.
- Lead Institute will only issue AQF qualifications and Statements of Attainment within its scope of registration.
- All qualifications and Statements of Attainment will also have a unique Corporate Identifier that cannot be easily copied so as to ensure against fraudulent issuance.

Lead Institute will not issue a qualification or statement of attainment until all agreed fees the learner owes are paid.

Appeals

Appeals arise when a student is not satisfied with a decision that has been made in relation to their assessment of competency. Lead Institute endeavours to treat all appeals requests with equal weighting and due consideration.

Lead Institute will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process.

All formal appeals will be attended to within ten (10) working days of being received. Please see the steps for the Appeals process below.

1. The student should first discuss their concerns with their Trainer/Assessor, or another staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
2. Where the concern is not satisfactorily resolved, the student may wish to submit their appeal in writing completing the Appeals Form. This form needs to be submitted to Administration. The student may be accompanied by a representative to any meetings it holds with the staff.
3. Allow for ten (10) working days for the matter to be processed. During this time, your request will be reviewed, and where appropriate, a date for re-assessment will be booked. The person responsible for handling Appeals applications may also implement the following:
 - Interviewing persons involved in the matter;
 - Requesting another assessor review the assessment if applicable;
 - Reviewing all documentation associated with the matter.
4. The outcomes will be communicated to the student in writing.
5. If the student remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive for review.
6. The Chief Executive will assess the situation and put forward a resolution within seven (7) working days of being notified.
7. Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and Lead Institute who will review the case. This body will be asked to formally declare its independence to both parties, and both parties will be asked to agree to it acting in the nominated capacity of the case manager.
8. Principles outlined in Lead Institute Privacy and Confidentiality Policy are applicable at all times.
9. The student is to be informed regularly about the progress of their application. Should it appear likely that the application will take more than 10 working days to process, the student will be informed in writing stating the reasons for the delay.
10. Records of all Appeal processes and outcomes will be recorded by the RTO and saved according to the Record Keeping Policy.
11. All Appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that Lead Institute can act upon.

The appellant may withdraw the appeal at any stage in the process. If the appeal is withdrawn, the matter will be deemed to be closed.

Record Keeping

Lead Institute stresses the importance of accurate and consistent record keeping with its entire staff.

Record Keeping is conveyed as being an integral aspect of the company's compliance obligations under the Standards for Registered Training Organisations 2015.

Student ID Cards

All enrolled full-time on-campus students are eligible for a Lead Institute Student ID card.

You must also apply for Concessional Fares with Translink at: <https://gocard.translink.com.au/webtix/tickets-and-fares/go-card/online/concession/step-one>

Copyright

All training material and assessment booklets produced at Lead Institute may not be reproduced in any form without permission from the Institute

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises a student's current skills and experience, regardless of where and when the learning occurred. Applications for RPL are based on whole units of competency and are to be submitted prior to the commencement of training.

If you wish to apply for Recognition of Prior Learning, then you will need to gather evidence and arrange for a third-party or someone to confirm that you have this competence. RPL is a combination of the following:

- Formal learning
- Informal Learning
- General life experience

Evidence supplied to support your RPL application must be:

- Authentic – it must be your own work
- Sufficient – it must demonstrate competence over a period of time, that the competencies can be repeated, and the evidence must be enough so that the assessor can make an accurate judgment regarding competency
- Current – it must demonstrate up-to-date knowledge and skills i.e. from the present or the very-recent past
- Valid – it must be relevant to what is being assessed

The information you supply will be compared against learning outcomes, required skills and knowledge and their application within the range specified for that unit of competency. The RPL process is to determine if the prior learning fulfils all, some or any of them.

All applicants have a right to formally appeal the RPL assessment through the Lead Institute Appeals process. All information is handled according to Lead Institute Privacy and Confidentiality guidelines. Please talk to your trainer or the Enrolments team if you wish to apply for RPL.

Recognition of Credit Transfer

Lead Institute recognises the AQF qualifications and Statements of Attainment issued by any other Australian registered educational institution (whether it be VET, Higher Education or secondary) or the Unique Student Identifier Registrar and provide credit as applicable. Lead Institute follows the principles of Recognition in this regard and will seek verification of the certification supplied with each application that it receives.

If you have a qualification or Statement of Attainment from another training organisation, please let us know and supply a certified copy, so we can assess if you are eligible to receive credit transfer. There is no charge for a Credit Transfer application.

Student Support Services

Lead Institute will endeavour to support you through your course. Our team will provide additional time with trainers and access to guidance counselling when required.

Lead Institute will also maintain a directory of organisations known throughout the VET sector to help and guide students. Our Student Support Officer will assist you in contacting the relevant organisation and support you as required.

Our team will make sure that you receive additional support in your studies as we want you to have the best chance of success at completing your studies.

Forms of guidance that we may offer to include:

- Personal guidance – confidential guidance to help resolve personal problems affecting your progress
- Vocational guidance – to assist you in clarifying your goals and in making the best choice of units to achieve those goals
- Educational guidance – for the student having trouble in attaining their goals, a resource teacher also can help with problems

Lead Institute support and guidance services will offer non-judgmental, confidential support to students if required; the Chief Executive Officer will aid the student in finding external counselling service for further assistance.

Students with Disabilities

Lead Institute offers confidential support to students with disabilities. The college aims to minimise any disadvantage of the student with disabilities by providing special services and assistance that will help the student with their studies. Your trainer will assist in identifying any disabilities or difficulties that may affect your learning process.

If necessary, the trainers will adjust their training delivery style accordingly.

Assistance may include:

- Development of a learning support plan
- Coordination of learning support
- Options for course delivery and assessment arrangements
- Referral to other agencies
- Flexible attendance and delivery modes (not available for International students)
- Alternative methods of assessment and examination support

Collection of Information

Personal information will not be collected unless:

- 1) The information is collected for a purpose directly related to student or staff member
- 2) The collection of the information is necessary for or directly related to that purpose

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Lead Institute will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- 1) The purpose for which the information is being collected
- 2) If the collection of the information is authorised or required by or under the law the fact that the collection of the information is so authorised or required
- 3) With whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Lead Institute solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- 1) The information collected is relevant to that purpose and is up to date and complete
- 2) The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual

Students are encouraged to liaise with Lead Institute staff to ensure their details are accurate and up to date.

Learner Management System

Lead Institute has purchased and implemented the use of an AVETMISS compliant Learner Management System (LMS). Nominated staff within the Lead Institute are specifically trained in how to record and extract data related to students and our training services.

Information that the LMS is able to record, amongst other things, include:

- Student demographics like age, gender, ethnicity and disability information.
- Personal details, e.g. address, phone numbers, etc.
- Course selection of each student.
- Training Progress Reports for each student.
- Assessment outcomes for each student.
- File notes of all interactions and communications with the student.
- Payment and refund details.
- Copies (scanned or photo) of certificates / qualification / Statement of Attainment issued.
- Disciplinary actions (if applicable).
- Details of complaints and appeals.

File Note Policy

Lead Institute implements a File Note Policy relating to student records and information.

Any changes to a student's enrolment or training activities will be captured using a File Note system that will include the date, a short description of the relevant item and the name of the person who actioned it.

File Notes will be kept against a student's enrolment on the Learner Management System.

Hard copy file notes may also be kept in the student's hard copy file as appropriate.

Electronic Back-Up Policy

Electronic files are kept up to date and backed up regularly each day. The backup copy is to be kept offsite or in a fireproof and flood-proof safe.

Contact Details

Lead Institute will endeavour to obtain the latest contact details for every student on a six (6) monthly basis via various communication strategies.

Privacy

All records are dealt with in accordance with Lead Institute confidentiality and privacy guidelines.

Secure Disposal of Records

Lead Institute will dispose of all records which house sensitive information, or information about its students or staff members, in a secure manner.

This may include leasing a locked, document disposal waste bin or other machinery as required.

Deferments and Extensions

Lead Institute will permit extensions to students seeking extra time to complete assignments.

The first extension application will be free of charge. All subsequent applications will be charged at a rate of \$100. Extension periods last for a period of two (2) weeks. Students must contact Lead Institute at least one (1) week prior to a submission or completion due date to apply for an extension.

Lead Institute reserves the right to refuse an extension in its absolute discretion.

Students seeking to defer their studies must state an intention to do so prior to the commencement of training or within two (2) weeks following the commencement of training. Deferments will only be granted for a period of up to six (6) months additional time.

Applications for deferment must be made in writing.

In the event that a student does not complete their course in time and does not seek either an extension or deferment for the course as directed above, then their training will be considered incomplete. No refund will be given, and a new enrolment must be pursued.

Other Fees and Charges

Incidental fees and charges are listed on the Lead Institute Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates, replacement student ID cards and fees associated with multiple re-assessments.

Lead Institute Cancellations or Postponements

Should unforeseen circumstances occur that impact on the successful commencement delivery of the course in question, then Lead Institute, will advise all clients/participants at least three (3) working days prior to the course commencement date.

Where Lead Institute is forced to halt a course or program midway, the company will endeavour to refund any fees collected for phases of study not yet undertaken and also assist students in every way possible to find a suitable alternative provider.

Student Feedback

Client and student feedback is a very important aspect of the Continuous Improvement cycle. All participants studying with Lead Institute are required to complete an evaluation form. The evaluation form is completed at the end of each course.

The RTO Chief Executive then reviews the evaluation forms, and a summary report generated. If the report highlights any areas that are in need of improvement or further investigation, this will be implemented as soon as possible.

All forms may be completed anonymously.

Employers of students will also be given an opportunity to provide feedback. Lead Institute will also, as part of its annual reporting requirements, complete the official Learner and Employer Surveys and forward the responses to the relevant authority.

Fees, Charges, and Refund Policy

Lead Institute advised you of:

- The fees applicable to the training and/or assessment to be undertaken
- The organisation's cancellation and refund policy
- The nature of the organisation's guarantee should it not be able to deliver the training outlined in the agreement with the student

Payment plans will be developed for each student so that they may understand their financial obligations to Lead Institute and may budget accordingly.

Fees Collected in Advance

As a Registered Training Organisation, the Lead Institute is required to implement a process or strategy that will ensure that fees collected in advance from students are suitably protected.

Lead Institute has chosen to meet this requirement by accepting no more than \$1,500 upfront from each student, which is the stipulated threshold prepaid fee amount (refer to Standard 7.3 of the Standards for Registered Training Organisations 2015). This principle does not apply when the fees of a learner are paid by a third party, for example, the student's employer.

Payment Arrangements

Payment of invoices is expected within normal business terms of fourteen (14) days.

Payment Options

On enrolment, students will take up one of the following options:

- Pay the required upfront fees prior to the commencement of training
- Payment Plan can be devised with Accounts. Below is a guide to this arrangement structure
 1. Upon enrolment, and prior to course commencement - 5% deposit of the full course fee
 2. A further 10% is due within the first four (4) weeks of the course
 3. A proportional amount to be paid over the length of the course.
 4. All fees to be paid by the last assessment due date.

Students who fail to take up one of the above options will not be enrolled.

Financial Hardship

Students enrolled with Lead Institute may apply for special consideration regarding their fees if they are experiencing financial hardship. Financial hardship is defined by the Lead Institute as follows:

Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any student who would like to apply for an amendment to their fees or payment schedule due to financial hardship will be required to complete a Financial Hardship form. This form is to be completed prior to enrolment with Lead Institute or in the event of unforeseen circumstances, during enrolment.

In making an application, the student should include the reason(s) behind their hardship. This may include (but is not limited to):

- Receipt of pension / government support
- Single carer status
- Dependents living with you
- Unexpected medical or other health issues, especially if likely to be prolonged
- A young person who is refused school entry
- A young person (under 25) living independently (with no parental support)
- Homelessness
- Long term unemployed
- The recent loss of a job, and enrolment at Lead Institute for purposes of retraining
- Career change required due to reduced physical capacity

Each case is handled individually, and all decisions made are at the sole discretion of the RTO Chief Executive Officer.

The RTO Chief Executive Officer may also, at their sole discretion, devise payment plans for students experiencing financial hardship. It is expected that students will agree to and adhere to the payment plans provided to them.

Refund Policy

Requests for refunds need to be made in writing and submitted to the Lead Institute Administration. Refund Forms are available from administration, as well as Lead Institute website.

Reasons to request a full refund may include:

- Withdrawing from a training program
- Unable to continue the training program due to illness or injury

If the request is made prior to the commencement of training, then a full refund is applicable.

If a student withdraws from a course prior to its completion for reasons other than those related to occurrences that were beyond their control (see Compassionate/Compelling Refund), then Lead Institute will offer a maximum of 30% refund for parts of the course not yet completed or undertaken.

When fees have been paid/will be paid by an employer and the candidate leaves that place of employment, no credit will be available to either the candidate or the employer. Fees paid for an individual's training is non-transferable.

Compassionate/Compelling Refund

Compassionate and Compelling refunds will only be considered if students withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases, relevant documentary evidence will be required.

Requests for refunds must be lodged in writing within two weeks of the withdrawal date. Lead Institute will refund up to 40% of the course fees to successful applicants.

Variation to Training Schedule

Should a student require a variation or amendment to the agreed training schedule for any reason, this is to be formally documented with detail surrounding the request for the change. The RTO Chief Executive Officer and the relevant Trainer and Assessor are responsible for ensuring that any changes implemented still meet the requirements of the qualification and relevant Training Package and that the quality of the training and assessment provided are not negatively impacted in any way.

The student, the relevant trainer and assessor and RTO Chief Executive Officer are all to sign off on the amendment, and the document is to be filed in the student's hard copy file. A note in the Learner Management System is also to be made by the Administration Department.

The RTO Chief Executive Officer retains the sole right to approve or decline requests for amendments to a student's training schedule. Students have the right to appeal decisions which involve a request being declined and may follow the formal Complaints and Grievances procedure in this regard.

The Variation to Training Schedule Form can be used for the purposes outlined above.

Access and Equity

Lead Institute is of the firm belief that every individual regardless of personal history, present circumstances or any other factor that can be considered as an inhibiting factor to self-development, should be provided with the opportunity to improve their lives through further education.

Lead Institute embraces multiculturalism and diversity in Australia and is pleased to be a contributor to quality education.

Lead Institute endeavours to eliminate discrimination against persons on the ground of:

- Gender
- Marital status or pregnancy
- Family responsibility or family status
- Race
- Religious or political conviction
- Impairment
- Age

Please let us know if you have a Special Need; you will be asked complete a Special Needs Form just so we can assist you during the course. This information gives us the opportunity to discuss any specific learning needs with your Trainer and Assessor.

The information gained from your Language, Literacy and Numeracy test is used to identify any potential areas of difficulty so they can be addressed with you. Privacy and Confidentiality are part of this process.

If you have any Access and Equity issues, then please contact the Chief Executive Officer, who will make appropriate arrangements to consult with you and assist with your problem. File notes will be made of the action taken in each case where access/equity assistance is required, and the outcome recorded for the participant. Should it come to light that harassment in any form is occurring in your experience, Lead Institute will endeavour to end the situation as soon as possible.

Privacy and Confidentiality Policy

Lead Institute has undertaken to comply with the requirements of the Privacy Act 1988, including, in particular, the 13 Australian Privacy Principles that fall under this Act.

As a Registered Training Organisation, the Lead Institute is required to report on data it obtains from its students to State and or Federal Government agencies for reasons such as research, statistical analysis and the generation of performance reports for RTOs so they may gain a better understanding of their standing with other RTOs in relation to customer satisfaction.

Information RTOs are required to share includes the courses and subjects in which students are enrolled, their age and gender, details of where they were born and went to school.

The data collected by the RTO must conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). Following AVETMISS guidelines allows for there to be a benchmark in vocational education and training (VET) measurement that, in turn, provides a more accurate and defined picture of what is happening in the sector.

It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. Lead Institute collects this information from students through the issuing of its Enrolment Form provided upon expression of interest in any of our courses.

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student/guardian consents to the disclosure of information, they will be requested to complete the Permission to Disclose Information Form, which provides specific information around what is to be disclosed and to whom. A copy of the completed form will be kept in their student file.

Student files are kept in secure facilities at Lead Institute offices with access restricted to only key RTO personnel. All RTO personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Student assessment records are retained in a secure location for a period of 30 years in accordance with current Federal and State legislation, before being destroyed.

Students are encouraged to keep the RTO abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

Student Access to Information

Lead Institute can provide students with copies of information held about them at their request. Please provide adequate notice (at least one week) in this regard.

Procedure

- The student to complete a Request for Information Form;
- Completed form to be submitted to RTO Administration Department;
- Allow one (1) week for processing;
- RTO to contact the student when information is ready for collection;
- Administration to sign off that information has been collected.

Complaints and Grievances

Disputes arise when students are not satisfied with an aspect of our services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the Lead Institute, its trainers, assessors or other staff;
- A Lead Institute Subcontractor, its trainers, assessors or other staff;
- A Learner of Lead Institute.

All formal complaints will be attended to within ten (10) working days of being received. Complaint and Grievances forms are available on the Lead Institute website.

Lead Institute will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

1. The student should first discuss their concerns with their Trainer/Assessor, or another staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required
2. Where the complaint is not satisfactorily resolved, the student may wish to submit their complaint in writing via a completed Complaints and Grievances Form. This form needs to be submitted to the RTO Administration Department. The student may be accompanied by a representative to any meetings it holds with the RTO staff
3. Allow for ten (10) working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - a. Interviewing persons involved in the matter
 - b. Reviewing all documentation associated with the matter
4. The outcomes will be communicated to the student in writing
5. If the student remains dissatisfied with the outcome, the matter will be forwarded to Lead Institute's Chief Executive for review
6. The Chief Executive will assess the situation and put forward a resolution within seven (7) working days of being notified
7. Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and Lead Institute) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of the case manager

Principles outlined in Lead Institute Privacy and Confidentiality Policy will be applicable at all times

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.

Transition of Training Products

Lead Institute endeavours to ensure that the training and qualifications that students are enrolled in are the latest and most recent version of the relevant training package. Lead Institute takes on the responsibility and duty to manage the transition of students from older to newer versions of the nationally recognised courses and qualifications that it delivers.

In all instances, the Standards for Registered Training Organisations 2015 will be referred to, as well as any complementary guidelines from the Registering Body.

As a minimum, the RTO will ensure that no learner commences training and assessment in a training product that has been removed or deleted from the National Register.

Provision of Quality Training and Assessment

Lead Institute is committed to providing training that meets the needs of its students as well as the wider industries in which it operates. As a minimum, Training and Assessment Strategies will be developed for each qualification, course or Unit of Competency on our scope of registration. These strategies will be developed in consultation with industry and will be subject to review once a year.

Lead Institute works industry is being effectively engaged include:

- Inviting industry partners to attend and participate in meetings being held by the RTO
- Negotiating with industry partners to allow trainers/assessors working for Lead Institute to have access to worksites and gain exposure to current industry practice;
- Inviting guest speakers of applicable industries to give talks/presentations to students when possible; and
- Attending industry networking events

Training and Assessment Strategies will reflect the requirements of the relevant Training Package and will identify target groups. The strategies will contain information on Lead Institute staff, facilities, equipment, training and assessment materials. All of these areas may be subject to review and improvement following engagement with industry and any recommendations it puts forward.

Staff

Lead Institute utilises the services of both training contractors and full-time facilitators to provide training and assessment in accordance with its scope of registration. Administrative staff are employed to provide support to both the training and assessment staff as well as senior management to assist in ensuring compliance with the requirements of the Standards for Registered Training Organisations 2015.

Assessment

In developing the assessment procedure (including RPL) for each qualification, the RTO will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course;
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);
- Suitable pre-assessment procedures are in place to prepare the student for assessment;
- Formal assessment complies with the principles assessment (i.e. assessment is valid, reliable, flexible and fair);
- Formal assessment complies the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence;
- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;
- Timely and appropriate feedback is given to students;
- Assessment complies with access and equity guidelines as outlined by Lead Institute Access and Equity Policy;
- Student's right to appeal is clearly noted.

All records of assessment will be in accordance with the requirements of the Standards for Registered Training Organisations 2015 and Lead Institute Record-Keeping policies and procedures.

Safety and Critical Incidents

Lead Institute recognises its responsibilities to ensure the safety and health of its students, staff and visitors and realises its obligations under the WH&S Act 2011 with regard to its duty of care. To achieve this, Lead Institute will comply with all relevant Workplace Safety and Health legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace. Lead Institute will nominate at least one staff member as the organisation's Health and Safety Representative and provide the appropriate training for this role. Lead Institute will also ensure that some staff are trained in the application of First Aid.

The Lead Institute will also ensure that Emergency Procedures are posted in highly visible locations around its premises and that emergency drills are carried out at least once a year.

Lead Institute believes that Workplace Safety and Health is a shared responsibility, adopting a consultative approach to hazard management and expecting all individuals to be safe at all times. Lead Institute carries out regular safety inspections of its premises to ensure a safe workplace and safe training facility. The procedure is as follows:

- Nominated Health and Safety Representative conducts an audit using the WHS Checklist
- Where a hazard has been identified, a Risk Control Plan is to be completed;
- All documents are to be signed off by parties listed
- Following the treatment or removal of the risk, all documents are to be filed by the RTO Administration Department.

Students are also informed of their responsibilities to behave and act in a safe manner, while all training and assessment, particularly on heavy machinery, is carried out to strict, industry recognised safety standards. Lead Institute subscribes to regular updates from the relevant authorities in regard to Workplace Health and Safety.

Alcohol and Drug Policy

Lead Institute stands firmly against the use of Drugs and Alcohol on its premises and by any persons, including staff, students and contractors, during its hours of operation. It is felt that a zero tolerance in this regard is in the best interest of all parties and will contribute to ensuring Lead Institute compliance with all State and national legislation associated with such behaviour.

Students who are suspected of being under the influence of Drugs or Alcohol will not be permitted to attend class or practical placement.

Lead Institute will endeavour to educate both staff and students about the potential harm and lifelong effects of consistent Drug and Alcohol abuse and in turn, endeavour to promote healthy lifestyle habits and practices.

Lead Institute will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to students and staff alike.

Compliance with State and National Legislation

As a Registered Training Organisation, Lead Institute has agreed to operate within the Standards for Registered Training Organisations 2015.

As part of the Standards for Registered Training Organisations 2015, RTOs must be compliant with Commonwealth and State legislation and all of its regulatory requirements. Lead Institute will observe laws governing:

- vocational education and training
- occupational health and safety
- workplace harassment, victimisation and bullying
- equal opportunity
- privacy

Important Legislation that affects Lead Institute includes:

Commonwealth legislation:

- Standards for Registered Training Organisations (2015)
- National Vocational Education and Training Regulator Act (2011) and Regulations (2011)
- Copyright Act (1968) further information on copyright is also provided below
- Privacy Act (1988) and Australian Privacy Principles (2014)
- Competition and Consumer Act (2010) incorporating the Australian Consumer Law
- Work Health and Safety Act (2011) and Regulations (2011)
- Racial Discrimination Act (1975)
- Disability Discrimination Act (1992) and Regulations (1996)
- Sex Discrimination Act (1984) and Regulations (1984)
- National Vocational Education and Training Regulator Act, 2011

Queensland legislation:

- Work Health and Safety Act (2011) and Regulation (2011)
- Further Education and Training Act (2014) and Regulation (2014)
- Fair Trading Act (1989)
- Anti-Discrimination Act (1991)

References

| Name & Link | Service Area |
|---|---|
| Adult Learning Australia | Not for Profit focusing on Adult Education. |
| Australian Council for Adult Literacy | Adult Literacy and Numeracy Support |
| Skills for Education and Employment (SEE) | Adult Literacy and Numeracy Support |
| Adult Migrant English Program (AMEP) | Adult Literacy and Numeracy Support |
| Apprenticentre | Trainee and Apprenticeship support |
| Australian Job Search | Job Search website |
| Australian Qualifications Framework | Information about national Qualification levels |
| Australian Skills Quality Authority (ASQA) | RTO Registering Body |
| Independent Tertiary Education Council of Australia | Advocacy and General Support |
| Community Services and Health Industry Skills Council | Industry Skills Council |
| Training.gov.au | Provides information on nationally recognised training |
| Study Assist | Information about government subsidy for training. |
| The Desk | Student Health and Wellbeing |
| Drug Info | Information about Drug and Alcohol abuse |
| Aussie Educator | General information about the education sector, including information about bullying. |
| My Future | Career guidance |
| Money Smart | Financial Management Counselling |

The Leader Program

At Lead Institute, we believe in the importance of having a strong sense of community.

Communities allow us to support one another and open ourselves to create strong bonds with other people. It also allows us to share each other's strengths – your strengths may be someone's weakness and vice versa.

We all need a helping hand once in a while, and Lead Institute realises that sometimes, students want to talk to people they can relate to the most – their peers. Someone who has been through what they are about to face or someone they can face what's about to come together.

Through the Leader Program, Lead Institute is seeking student Leaders who want to offer a helping hand to both current fellow students and students who are looking to become part of the Lead Institute family.

All Leaders will take part in a half-day workshop to ensure they have the right tools to perform their tasks as volunteers.

Students who have completed this workshop will receive a certificate of attendance, and students who participate as a Leader will be rewarded a digital badge on their student record.

A leadership module will also be available for all student Leaders.

The workshop will include but not limited to:

- Tour of the local area
- Tour of the Lead Institute Building
- How to find information on the Lead Institute website
- Information about key Lead Institute staff

Example of Leaders' tasks:

- Answering Open Day student inquiries regarding student experience
- Orientation day tours
- Scheduled drop-in sessions for students who need student life advice
- School visits/career expo assistance

Skills you can get through the Leader Program:

- Leadership Skills
- Public Speaking Skills
- Communication and Interpersonal Skills
- Teamwork Skills

There will be regular announcements for available workshop dates so make sure to check your inbox!

Leader Program