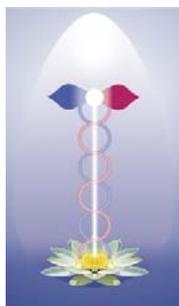


LIFE ACADEMY



STUDENT HANDBOOK 2017

WELCOME TO THE LIFE ACADEMY

From the inception of our practitioner courses in 1983 as the Australasian Flower Essence Academy and throughout its development to its present day as the LiFE Academy, striving for excellence in the field of health has always gone hand in hand with humanitarian and universal welfare. This means that each person studying at the Academy is given respect as a unique and valuable contributor and given support and encouragement in their training. The students, lecturers, staff and mentors combine to create a dynamic and mutually inspiring body of people all working towards a vision of all round health.

This inspiration goes out into the community in service projects which the students can be part of, such as our KidCare food and clothing aid for Service to Life Inc., support for community health projects or the free health care offered to those who can't afford it.

Every subject studied at LiFE Academy is focused on giving an all round, hands on, practical education in Holistic Counselling and Mind-Body Medicine and deep knowledge and understanding of the panorama of human experience. Thus armed, we aim to send our graduates out into the world competent, confident and inspired to alleviate suffering and promote health, welfare and happiness.

Vasudeva and Kadambii Barnao – Founders and Directors

Holistic Counselling and Mind-Body Medicine Therapists' Pledge

I am part of the Universe

seeking to understand and support

the processes of healing and balance.

My goal is to relieve suffering.

My patient's welfare comes before my own wants.

I will support the natural environment

from which my healing art comes.

I will honour and treasure life

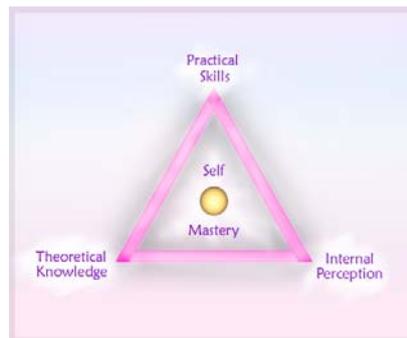
in all its myriad forms.

I acknowledge the uniqueness of each individual person

and will uphold their human rights.

LIFE ACADEMY - A JOURNEY OF LEARNING AND HEALING

Courses at the LiFE Academy are presented to give the student the maximum opportunity for sound practice as a therapist and personal development as a unique human being. We believe that the greatest healing gifts to the self and to others come through theoretical knowledge, practical skills and internal perception, all leading to self mastery. It is this balanced triangle of qualities including the valuable central aspect of self-development, which are imbedded in the structure of each module.



Practical Skills - This involves proving and utilising the knowledge you are given in class and through lectures, demonstrations, videos, powerpoint presentations and the subject manuals. Everything you learn from the course you can use in everyday life as a tool for assessing, understanding or improving the quality of life in some direct way. Practical work can be anything from simple Pain, Stress, Energy Loss treatments to full multi-level assessments of states of mind and body. We suggest students practice their work on a very regular basis in addition to class practicals. This increases proficiency, consolidates the theory and increases your individual health and wellbeing. Living your knowledge gives practical advantages whether in the fields of diet and lifestyle, healthy relationships or understanding emotions.

Theoretical Knowledge - Theory is valuable when it is directly applicable in the practical sense. The concepts given in the course come from practical experience of the trainer/assessors over many years and also from frameworks with thousands of years of depth and reliability, such as Aboriginal, Indian Yogic or Traditional Chinese medicinal science. First Peoples and Western Sciences are wedded in the courses to create a depth of understanding that can be recognised and discussed in anyone's terms. Theory itself, when grounded in practice, expands the mind, adding new dimensions of health and creating exciting new questions to be answered.

Internal Perception - This area is also taught using practical methods and helps students to see the difference between the illusions of the mind and workable, valuable perception. The development of this aspect leads to a deeper understanding of people's journeys towards health and happiness. The development of subtle perception in conjunction with scientific reasoning enables the student to learn about the inner workings of life, of what it is to be truly alive and reveals the causes and effects of ill health and negative states of mind.

Self Mastery - As a natural consequence of the application and understanding of this practical, theoretical and internal knowledge, students grow in wisdom during the course, seeing through their own problems and expanding the vision of their lives. The journeys they make through healing experiences and scientific insight, deepens their qualities as a person and therapist, while enhancing their personal everyday experiences, relationships and the achievement of treasured goals.

THINGS YOU NEED TO KNOW

Very important please note:

- 1. LiFE Academy reserves the right to change the frequency, availability and timetabling of subjects and courses offered according to minimum class sizes as well as staff availability, professional or government body requirements.*
- 2. If professional recognition is part of your requirements with your qualifications, then before enrolling, students should contact the relevant state and national private professional bodies to get advice as to what their standards are for association recognition.*
- 3. LiFE Academy can only guarantee to offer Clinic Practicums on campus in Perth subject to minimum enrolment numbers.*
- 4. The 10561 NAT Certificate IV in Holistic Counselling and Mind Body Medicine qualification is One Year Full Time - with training over 2 semesters (4 terms). Whilst Trainees electing for Part Time studies can complete their training over a Three Year time frame, the LiFE Academy recommends completing the qualification within Two Years of enrolment to minimise the impact of curriculum changes that may occur in keeping with regular updating of materials and/or regulatory requirements.*

The smooth running of the Academy is helped by students knowing the way structures have been set up and how to use them successfully. The following is a guide to these and general workings of the Academy.

SCOPE OF REGISTRATION

- 10561NAT - Certificate IV in Holistic Counselling Mind-Body Medicine

LIFE ACADEMY STUDENT PORTAL

At the commencement of your study you will receive an email inviting you to register to the LiFE Academy website – www.lifeacademy.com.au. Registering to this website will allow you access to recordings of classes and other valuable course material.

It is also an opportunity for you to participate and contribute to our online community of students from around Australia and the world.

Details about how to log in and access the student portal will be sent to you upon your registration.

Our feedback from students tells us that this is a valuable resource and we encourage you to make use of it. Our developers have made every effort to make the system as user friendly as possible.

For some students this technology may be a new and challenging process, PLEASE if you need help navigating this digital terrain don't hesitate to let us know.

Most Units of Competency of the qualifications are woven through a number of subjects. Student Candidates must be assessed **satisfactory** for all relevant subject streams before being assessed as competent for a Unit of Competency and following that be assessed as **competent** in all Units of Competency to achieve qualification. Any recognition of prior learning also follows this structure.

LIVE ONLINE CONFERENCES

As well as viewing recordings of classes, you can also come into live classes online from your home. To join these live online conferences is a simple process of clicking on a link contained in an email which will be sent to you just prior to the commencement of the class. So if you want to attend class from home, let us know.

Pay attention to the timetable on the front page of the website for details as to when classes are running. Be sure to contact LiFE Academy if you don't receive the email in time to join. They will be quick to respond.

REGISTERED TRAINING ORGANISATION STANDARDS

LiFE Academy will issue Certificates and Statements of Attainment to learners who satisfactorily complete the requirements of the course. Certificates and Statements of Attainment will include the provider's name, the name of the learner, the name and code of the course, the date issued and the signature of a company Director or nominated person.

LiFE Academy will recognise the Australian Quality Framework qualifications and Statements of Attainment issued and awarded by other Registered Training Organisations.

LiFE ACADEMY TRAINERS & ASSESSORS

LiFE Academy will ensure that all trainers & assessors have:

- demonstrated achievement of the relevant Certificate IV in Training and Assessment
- industry experience that is current and relevant to the particular course or units that they are involved in delivering
- demonstrated competencies at least to the level of units being delivered and assessed.
- continuing vocational education training and development

COURSE DELIVERY

LiFE Academy will provide learners all relevant information about the course curriculum, programme of study, availability of learning resources and appropriate support services. Learners will also be given access to a current copy of the course curriculum.

LiFE Academy will ensure that training and assessments occur in accordance with the requirements of the accredited course and, where appropriate, the Commonwealth/State Training Authority guidelines for customising courses.

EDUCATIONAL STANDARDS

LiFE Academy will adopt practices which maintain high professional standards in the marketing and delivery of vocational education and training services and which safeguard the interests and welfare of learners.

LiFE Academy will maintain a learning environment that is conducive to the success of learners. LiFE Academy has the capacity to deliver the course(s) on the scope of registration, and will ensure that the facilities, methods and materials used in the provision of training and assessment will be appropriate to the outcomes to be achieved.

LiFE Academy will maintain systems for recording and archiving: learner enrolments, attendance, assessment outcomes, recognition of prior learning/current competencies, complaints, qualifications and statements of attainment issued.

LiFE Academy will treat all personal records confidentially.

MARKETING

LiFE Academy will ensure that all advertising and marketing activities are conducted in an ethical manner. A policy has been developed to ensure that all statements made in any advertising or marketing materials;

- are accurate and unambiguous
- follow training authority guidelines
- are only about the services that LiFE Academy offers
- are designed to clearly distinguish accredited courses from non-accredited courses
- do not detract from the good reputation and interests of other educational institutions nor make negative comparisons and/or derogatory statements about them

QUALITY ASSURANCE AND IMPROVEMENT

LiFE Academy is committed to monitoring all training and assessment operations to ensure the students receive training and assessment that meets their needs as well as current industry requirements. This is collected through students' feedback evaluation of the courses, industry consultation and validation of assessments.

SANCTIONS

LiFE Academy accepts that failure to meet the obligations of this code, the conditions of registration as a training provider of vocational education and training or supporting regulatory requirements, where applicable, may mean their registration as a training provider is withdrawn.

TRAINING ENVIRONMENT

LiFE Academy will comply with all laws relevant to the operation of the training premises, including Workplace Health and Safety and Health Act and fire safety regulations. They will also ensure that training premises are of adequate size and have adequate heating, cooling, lighting and ventilation.

LiFE Academy will ensure that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

ACADEMIC CALENDAR

The current academic calendar and timetable is available and maintained on the LiFE Academy website.

DISPENSARY

A LiFE Student discount is available on all flower essences supplied by Living Essences of Australia. Products can be posted as long as they are paid for in full before shipment. Payment plans are available to external students for full kits.

BOOK LIST & STATIONERY

The booklist is available at Administration Reception. Administration does not provide A4 notepaper, pens, scissors, staplers, glue, etc.; therefore students should provide all their own stationery. It is recommended that students use A4 writing paper, as this is a standard size for submission of assessments and photocopying.

SUBJECT MANUALS AND EVIDENCE FILES

Manuals will be issued for each subject stream. All course material and assessments are supplied within these manuals and evidence files. These can be replaced at a cost depending on the booklet. Further course material is made available to students through their online student portal.

OFFICE HOURS

The office is open to students during the listed office hours only. These are: Monday – Friday 9.00am – 5.00pm. THE OFFICE IS CLOSED DURING PUBLIC HOLIDAYS AND FOR A FEW WEEKS OVER THE CHRISTMAS NEW YEAR PERIOD.

CHANGE OF ADDRESS

Students must advise administration immediately of any change of address, phone number, or any other details of their enrolment. Forms are available from reception or by email.

ENROLMENT DETAILS

Students must enrol each semester. Upon submission of the enrolment form, an Approval of Enrolment and Fee Schedule will be forwarded, which students must check carefully to ensure that all details are correct.

CHANGES TO ENROLMENT

Students who wish to make any changes to their initial enrolment (i.e. subjects listed on Approval of Enrolment and Fee Schedule) must fill out the Application for Enrolment Amendment Form. Students should be aware of important time limits for enrolment changes. (see refund policy)

ATTENDANCE POLICY

Students are encouraged to attend all lectures, field excursions and workshops. The roll will be taken at each class. It is highly recommended that students attend or view a minimum of 80% of Base Training classes for given subjects to maintain a robust base of theoretical and practical knowledge and skills. Class assessments missed during the Base Training classes can be completed during Monday Extension Training Class after booking time with administration.

BABIES OR SMALL CHILDREN IN THE CLASSROOM

To support mothers and fathers we are happy for them to bring baby or a small child to class and remain quietly in class. We will also seek to provide a room for a support person to look after the baby/child or a parent to get the child to sleep before, during or after a class. Children are the sole responsibility of the parent or support person and must be supervised by them at all times and all arrangements must be made at least 3 hours before a class begins.

BREASTFEEDING ON LIFE ACADEMY PREMISES

The Academic Board and the staff at LIFE Academy fully support breastfeeding. We fully support children to be breastfed both in the classrooms and in any area on the LIFE Academy premises. LIFE Academy can on request also make available a private room for breastfeeding.

STUDENT MENTORING

Your lecturers and course coordinators, who are always present at lectures, are there to help you in any way they can. If you want more specific mentoring ask your coordinator for an appointment with the relevant person.

TELEPHONE

The administration telephone is available for emergency calls. Ask any member of staff.

COMMUNITY SERVICE

Due to the holistic nature of LIFE Academy courses, students will be offered to participate in humanitarian service to the community and established charity organisations.

GRADUATION CELEBRATIONS

Usually at the end of every year, the Academy kicks up its heels collectively at the Graduation Night. Students finishing qualifications, units of competency or semesters of training are feted with good food and lively dancing. Some speeches are also permitted!

RESULTS

As assessments are completed, assessed results are posted or emailed to students individually. Please do not telephone administration office for results.

Assessments submitted in the allocated time period will be marked within 4 weeks. Outside the time period will be at the discretion of administration.

COURSE FEE STATEMENTS

Statement of Fees will be sent out at regular intervals.

STUDENT CLINIC

LIFE Academy provides consultations to students and the public. Students are encouraged to utilise the Clinic and Dispensary, and to promote the clinic to the public as much as possible.

FIELD TRIPS

It is highly recommended that students attend field trips. As some field trips are reliant on particular areas being in flower, the times of the field trips can only usually be given a month in advance.

LOST PROPERTY

The Lost Property Box is kept by Administration. Ask your course coordinator if you believe one of your belongings is there and it can be searched for.

SMOKING

Smoking is prohibited in all LiFE Academy training buildings. Employees and students are reminded that the use of tobacco products is also prohibited in the following situations: At any formal meeting involving Staff and/or Staff and Students, near buildings where the smoke carries inside, near building entrances, doors or air conditioning vents or ducts, at any field excursion or outdoor event.

RESPONSIBILITIES OF STUDENTS

In the spirit of holistic health and well being, the Academy requires that staff and students communicate courteously at all times and if the student is having difficulties with the curriculum or any other facet of the LiFE Academy environment he/she will be directed to the appropriate staff member or senior student mentor to assist in the goal of resolution.

It is the responsibility of the student to attend classes, field trips, and assessments punctually. If a lecture or practical session is missed, it is the student's responsibility to make arrangements to access the online library of recorded sessions or book another assessment time.

Students will be advised on the fees and training structure prior to enrolment and during student orientation, any clarification after that is always available from administration.

The student is responsible for paying attention to communications from the Academy for any changes to the academic calendar, publication of assessment results, LiFE Academy events and happenings.

Students are responsible for working and acting safely. Student responsibilities include:

- Complete designated written and practical training assessments
- Complying with all LiFE Academy Workplace Health and Safety policies, procedures and instructions
- To comply with all health and safety instructions given by an LiFE Academy staff member
- Not wilfully placing others or one's self at risk by one's actions or speech
- Taking action to avoid and minimize hazards, by using any safety devices and personal protective equipment
- Keeping themselves informed about emergency and evacuation procedures and the location of first aid kits and emergency equipment
- Reporting all hazards or potential hazards of which the student is aware and helping in the minimisation of that hazard
- Reporting all accidents or near accidents to the Lecturer, Class Coordinator or Staff Members present
- Adhere to any equal opportunity or individual privacy obligations
- Adhere to LiFE Academy and K. and V. Barnao copyright of written, video and powerpoint materials/intellectual property
- Adhere to training programmes and delivery schedules

To ensure all students receive equal opportunities and gain the maximum benefit from their chosen course, these rules apply to all students that attend any of our classes. Any student who displays disruptive behaviour may be asked to leave the class and/or the course.

Disruptive behaviour may include but is not limited to:

- continuous interruptions to the trainer whilst delivering the course content
- being disrespectful to other participants
- harassment by using offensive language
- sexual harassment
- acting in an unsafe manner that places themselves and others at risk
- collusion and/or plagiarism (copyright theft, theft of intellectual property)
- physical assault
- theft
- damage to property
- continued absence at required times, especially assessments
- smoking in non-smoking areas

Any person who is asked to leave a class or course has the right of appeal through our appeals process in writing within 14 days. (See Grievance and Appeals section)

At the time of enrolment, LiFE Academy Students are required to have read and understood their responsibilities and requirements which are outlined to them in the LiFE Academy Student Handbook which is made available to students by email or in print if requested. Signing and completion of the enrolment form confirms student acceptance of these responsibilities.

AIMS AND OBJECTIVES

The LiFE Academy aims to bring the highest and broadest level of knowledge and training in Holistic Counselling, Mind-Body Medicine, Flower Essence Therapy and related studies and training.

This is achieved through dedication and commitment to the all round welfare of students and staff. To aid in this objective the Academy closely adheres to its policy and procedures which is applied through every avenue of administrative and academic activity and other policy and procedures to ensure the smooth functioning and ongoing development of the Academy and its services.

LiFE Academy's staff and mentors will support you in your journey whether you choose courses for qualifications, improvement of practitioner skills or self-improvement and quality of life.

OUR GUARANTEE TO STUDENTS

The LiFE Academy is committed to providing a rewarding study experience. The LiFE Academy will:

- Maintain adequate and appropriate insurance, including public liability
- Resolve complaints conveyed by students fairly and equitably
- Allow the relevant Commonwealth/State Training Authority or its nominated representative's access to training records, delivery locations and staff for the purpose of auditing performance or verifying compliance with the conditions of registration.
- In the event of the LiFE Academy ceasing operations, all records of learner results will be sent to the relevant Commonwealth/State Training Authority for archiving

STUDENT SUPPORT POLICY

The Student Support Policy has been created to ensure that the aims and objectives of the LiFE Academy are achieved in providing the best possible environment, knowledge and training for students of the Academy.

The Policy states:

Every student is to be respected as an individual and given support for their student activities in whatever way is feasible for the Academy collectively, or staff members individually, within the scope of their duties. That the Academy collectively, or staff members individually, will seek always to offer help to students wherever practicable in any problem affecting their studies/training.

Every student should support every fellow student in their aim for successful completion of their studies and be able to study in an environment of encouragement.

ENROLMENT AND FEES POLICY

Through this policy, LiFE Academy ensures that all clients are aware of the fees and charges associated with enrolment in a course with the company.

This policy also provides advice on eligibility for refunds. LiFE Academy seeks to provide clear and accessible information to individual students about fees and charges prior to and throughout their enrolment and/or other involvement with LiFE Academy.

INFORMATION ABOUT FEES AND CHARGES

1. Students and persons seeking to enrol in a course with LiFE Academy are advised of all fees and charges associated with a course, including course fees, administration fees, material fees and any other fees on the course information and student handbook relevant flyers and on the LiFE Academy website
2. The information provided to each student and/or client will include:
 - a. The total amount of all fees including course fees, administration fees, materials fees and any other charges
 - b. Payment terms, including the timing and amount of fees to be paid and any non-refundable deposit and administration fees
 - c. This document's Enrolment and Fees Policy
3. Persons seeking to enrol with LiFE Academy must read and understand this Enrolment and Fees Policy, and Refund Policy before completing their student declaration on their enrolment form.
4. At no time will LiFE Academy accept payment of more than \$1,000 from any individual student for services to be provided prior to course commencement. This threshold applies to each course / qualification that the individual student has enrolled in, and applies to all services

(including training, assessment or other services) that are to be provided to the student. After course commencement no amount will be required that exceeds \$1,500 at any one point in time.

PAYMENT AGREEMENT

1. All students will be required to confirm their agreement to the LiFE Academy payment terms at the time of enrolment either by signing a payment agreement or indicating their agreement as part of their online application form. The payment agreement is designed to provide clear and concise information to the student about applicable fees and charges and methods of payment.
2. The absence of a signed agreement from a student does not alleviate the student from complying with the terms and conditions set by LiFE Academy. The student declaration provided on the enrolment form is seen to be an acceptance of all fees and charges associated with the student's enrolment.

WHAT DO STUDENT FEES COVER?

1. Course fees include the cost of all LiFE Academy manuals. There is 1 additional text required for each semester – cost \$25.
2. All course fees include up to three (3) attempts at each assessment. Where an additional assessment is required in order to achieve competency, LiFE Academy reserves the right to charge a student an additional re-assessment fee in accordance with the fee table applicable at the time.

ISSUANCE OF QUALIFICATIONS

1. Upon completion of a course and once all fees have been paid, the printed qualification or certificate with a statement of results will be issued and sent to the registered address of the student. Where a student has completed the course partially and/or withdrawn from a course and once all applicable fees have been paid, a statement of attainment will be sent to the student's registered address.
2. Students that are funded by an organisation and complete units or a qualification will be sent Certificates and Statement of Attainments to the organisation coordinator.
3. LiFE Academy reserves the right to withhold the issuing of qualifications and academic statements until all fees have been paid.

CONFIRMATION OF ENROLMENT

Confirmation of Enrolment statements are available upon request for those students requiring particular details relevant for AUSTUDY/ABSTUDY or other purposes.

REFUND POLICY

Fees are protected by the Administration procedure by holding all fees and deposits within the Academy account for four weeks after the commencement of any module/unit. This allows for refund of fees under the refund policy.

LiFE Academy will provide a total refund of tuition fees paid in advance where a course place is no longer available. Additionally LiFE Academy will provide a total refund of tuition fees paid in advance, or for tuition already received where:

- the course does not start
- the course ceases to be provided at any time after it starts but before it is completed

Where a written application is received for a Course Fees Refund

- provide a full refund of course fees paid in advance, where the enrolling student provides more than 3 weeks written notice of their intention to withdraw from the course prior to the course commencement
- provide a partial refund of course fees paid in advance, where the enrolling student provides more than 2 weeks and up to 3 weeks written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 75% of the total course fees paid to date by the student
- provide a partial refund of course fees paid in advance, where the enrolling student provides more than 1 week and up to 2 week's written notice of their intention to withdraw from the course prior to the course commencement. The refund will be 50% of the total course fees paid to date by the student
- apply no refund where a student provides less than 1 week's written notice of their intention to withdraw from the course
- should LiFE Academy withdraw its offer or fails to provide the course offered or terminates its course delivery before completion of the course completion LiFE Academy will provide a full refund of the course fees

RECOGNITION OF PRIOR LEARNING (RPL)

The procedure for Recognition of Prior Learning (RPL):

Step 1: Register your interest and collect evidence

In order to apply for recognition of prior learning, you must provide evidence that addresses the requirements for this unit. Your evidence may take a variety of forms; it may include but is not limited to:

- Results of any relevant assessments, details of subjects and hours of in-house courses, training programs, orientation, induction, statements of attainment showing units of competency
- References or letters from employers and or supervisors
- Workplace documents
- Resume, position description or job description
- Diaries/task sheets

- Emails/letters
- Workplace Health & Safety documentation
- Copies of presentations
- Photographs

Step 2: RPL Interview

The RPL interview provides the opportunity for the candidate and the assessor to have a professional conversation about the candidate's required knowledge and skills and review the evidence presented. The topics of discussion are drawn and assessed from the unit(s) of competence required skills and knowledge. The interview is documented for evidence of required skills and knowledge.

If the interview demonstrates the candidate's verbal knowledge is sufficient, the next step may be to observe and assess the candidate's performance in practice.

Step 3: Demonstration Assessment

Practical tasks provide the opportunity for the candidate to demonstrate the application of skills and knowledge of a unit of competence or full qualification. A range of evidence will be used to assess practical skills and knowledge to meet the critical aspects for assessment evidence required to demonstrate competency.

Step 4: Notification of outcome

After the assessment, the assessor will provide information about the candidate's skills and knowledge that have been recognised and whether the candidate has gained RPL. If the candidate has any skill gaps, the assessor will discuss with the candidate and address the training options to complete their qualification.

To be able to grant RPL, the assessor must be confident that the applicant is currently competent against all performance criteria/elements, required skills and knowledge performance and knowledge evidence of competency within each unit and must ensure that submitted evidence is authentic, valid, reliable, current and sufficient.

PRINCIPLES OF ASSESSMENT

- Assessments should be designed to promote learning and improve student performance
- Assessment methods and the criteria, by which work will be judged should be explicit, based solely on academic or workplace achievement and reflect the scope of the major stated objectives of the unit/subject stream
- Assessment should be fair, every effort should be made to ensure that it does not discriminate on grounds that are irrelevant to the achievement of the unit/subject stream objectives
- Feedback should be informative and constructive and, so long as work is submitted by the due date, provided in time to be useful in subsequent assessment in the unit/subject stream
- Any grading processes implemented should be approved by the Academic Board, be transparent and reflect the extent to which the student has achieved the major stated objectives of the unit

ASSESSMENT POLICY

Units of competency are threaded through subject streams. A candidate must be assessed satisfactory for all modules before he or she can be assessed as competent for a unit of competency.

Assessments conducted by LiFE Academy:

- will be conducted against a clearly defined set of assessment criteria
- will be assessed by assessors who are appropriately trained and able to demonstrate their competence in assessment
- will be flexible and incorporate alternative approaches to meet the needs of students with additional requirements for Language, Literacy and Numeracy (LLN)
- will not be biased in relation to age, gender, race, religion, political affiliation or sexual orientation

LiFE Academy recognises that we are required to retain copies of student's results of assessment for a period of 7 years.

In relation to all assessments, LiFE Academy:

- will consult with students regarding the requirements for assessment
- will provide students with a detailed assessment manual for each unit of competence prior to the assessment being conducted
- will provide students the opportunity to evaluate their assessment experience
- will issue a Statement of Participation or Attendance for each session completed upon request

LiFE Academy will provide participants with an email address to submit assignments. These will be responded to 4 weeks from submission if it is on or before the prescribed submission date, otherwise at the discretion of the LiFE administration.

Participants will also be provided with a contact number for support.

The right to appeal is available to any student who is assessed.

Provisions for Language, Literacy and Numeracy (LLN) Assessment

All training and assessments are undertaken in the English language. Basic English literacy of a High school Diploma or equivalent is required for all students to satisfactorily complete course requirements. Reasonable adjustment will be provided for provisions of language, literacy and numeracy assessment including a language, literacy and numeracy assessment tasks.

COMPLAINTS & APPEALS POLICY

The LiFE Academy ensures that any complaints and appeals (academic or non-academic) from the prospective or enrolled student is handled in a constructive, timely, fair and equitable manner, which is easily accessible and offered to the student at no charge.

This policy and procedure is designed to ensure that LiFE Academy responds effectively to individual cases of dissatisfaction associated with our obligations and services.

In this policy “student” refers to both students and potential students, enrolled, or seeking to enrol, in a course of study with the LiFE Academy.

1. Definition

A non-academic complaint can be defined as a student’s expression of dissatisfaction with any aspect of the LiFE Academy’s services and activities, such as:

- The enrolment or induction process
- Handling of personal information and access to personal records
- The way someone has been treated

An academic complaint is defined as:

- The quality of education provided
- Academic matters, including student progress, assessment, curriculum and awards in a course of study

This policy and procedure is designed to ensure that LiFE Academy responds effectively to individual cases of dissatisfaction irrespective of the terminology used..

2. Before an issue becomes a formal complaint

Students are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. A student may raise an informal complaint by contacting their lecturer or alternatively any staff member with whom they feel comfortable.

3. Formal procedure

This procedure can be utilised to submit a complaint of an academic or non-academic nature. Complaints of an academic nature include matters related to student progress, assessment, curriculum and awards in a course of study. Complaints of a non-academic nature cover all other matters including complaints in relation to personal information that LiFE Academy holds in relation to the student or staff member.

During all stages of this procedure LiFE Academy will take all steps to ensure that:

- the student will not be victimised or discriminated against
- the student has an opportunity to formally present their case and each party to the complaint may be accompanied and assisted by a support person at any relevant meetings
- a full explanation in writing for decisions and actions taken as part of the process will be provided to the student
- where the internal or external complaint handling or appeal process results in a decision that supports the student, LiFE Academy will immediately implement any decision and/or corrective and preventative action required and advise the student/appellant of the outcome

- there is no cost to the student for utilising this complaints and appeals process.
- at all meetings, the student may have a support person present.

a. Stage one – formal complaint:

Formal complaints must be submitted in writing to Student Services.

Within two working days of receiving a formal complaint, the CEO is to be advised that a complaint has been received. The complaints process will commence within 5 (five) working days of the receipt of the written complaint and all reasonable measures will be taken to finalise the process as soon as practicable. The student will also be informed within this five (5) day period of the receipt of the formal complaint.

Student Services will seek to clarify the outcome that the student hopes to achieve. If the complaint concerns Student Services then the complaint may be heard by the CEO.

Such clarification may be sought by written or verbal request or by an interview with the student. When such clarification occurs in an interview the student or respondent may ask another person to accompany them and there is no cost to the student for the process.

Student Services, the CEO or their nominee will endeavour to resolve the complaint and provide in writing to the student the steps taken to address the complaint, including the reasons for the decision, within 5 (five) working days of the complaint process commencing. A student may appeal the complaint outcome decision.

b. Stage two – internal appeal:

If a student is dissatisfied with the outcome of their formal complaint process they may lodge an appeal with the Managing Director (who is senior to the original decision maker) within 5 (five) working days of the complaint process outcome. The Managing Director may decide on the appeal or convene an independent review panel (who are not party to original complaint) within 5 (five) working days of receiving the written request. If heard by a review panel, the panel will review the dispute between LiFE Academy and the appellant; reporting to the CEO within 5 (five) working days of receiving the appeal.

Student Services or the CEO will provide a written report to the appellant (student) advising the outcome of the appeal, additional steps taken to address the complaint and the reasons for the decision within 5 (five) working days of receiving the appeal decision. The report will further advise the appellant of their right to access the external appeals process if they are not satisfied with the outcome of their appeal.

c. Stage three – external appeal:

If the matter remains unresolved after appeal process findings, the appellant may make a written request to the CEO that they wish the matter be dealt with through an independent external dispute resolution process.

The appellant or the respondent may ask another person to accompany them to meetings with the mediator.

The mediator will report to the CEO, the outcome of the mediation, including any recommendations arising, within 5 (five) days of the completion of the review. Once the CEO receives the report of the outcomes from the independent mediator, they will provide a written report to the appellant within 5 (five) working days on the recommended actions to resolve the appeal.

LiFE Academy agrees to be bound by the independent mediator's recommendations and the CEO will ensure that any recommendations made are implemented within 5 (five) days of receipt of such decision.

The procedures set out in this document do not replace or modify procedures or any other responsibilities which may arise under other policies or under statute or any other law. Nothing in this policy and procedure limits the rights of individuals to take action under Australia's Consumer Protection laws. Also, these procedures do not circumscribe an individual's rights to pursue other legal remedies.

4. Timelines

While LiFE Academy will endeavour to keep to stated timelines, it may be necessary due to the complexity of the complaint or appeal, to take longer than the 5 days. In such case the parties concerned will be advised and specifically if the process is expected to take longer than 60 days, formal written notification explaining why such time framing is required will be sent to each party concerned and will be advised as to the progress of the process.

5. Enrolment Status

Where a student chooses to access this policy and procedure, LiFE Academy will maintain the student's enrolment in the course of study while the complaints and appeals process is ongoing. Additionally the process will be kept confidential and the student will in no manner be victimised or discriminated against from their decision to access the complaint and appeals policy and procedure.

6. Process outcome

If the decision supports the student, then LiFE Academy will immediately implement any decision and corrective action required. This action will be notified to the student (and parent/guardian if the student is under 18 year of age).

7. Record keeping & confidentiality

A written record of all complaints and appeals handled under this procedure and their outcomes are confidential and shall be maintained for a period of at least five years to allow all parties to the complaint appropriate access to these records, upon written request to the CEO. These records will be maintained at Suite 102/126 Grand Blvd, Joondalup, WA.

The confidential record of the complaint or appeal process will be part of the student's record held securely within locked filing cabinets.

8. Assessment Appeals

If a candidate is not satisfied with the outcome of an assessment they may appeal the decision within 5 (five) days of receiving the assessment outcome. This involves speaking to the assessor to request a review of the evidence. The assessor may require further evidence.

Candidate's appealing an assessment outcome are welcome to bring a third party to any interview or discussion relating to the appeal.

Where an appeal is granted and the candidate is found competent, a new assessment outcome is issued and validated by the Student Services.

Where an agreement cannot be reached, the CEO may employ an independent and external assessor to review the evidence. This may require the candidate to undertake the assessment again in providing evidence of their competency to the appointed assessor.

The candidate may be required to contribute towards the costs of the external assessor.

National Training Complaints Hotline

Students are also made aware via their Student Handbook that they may also register a complaint to the National Training Complaints Hotline. Anyone with a complaint or query about the training sector can phone 13 38 73 and make a complaint and have it referred to the right authority for consideration. For more information visit <https://www.education.gov.au/NTCH>.

NATIONAL RECOGNITION POLICY

LiFE Academy recognises and accepts Statement of Attainment for units of competency, or complete qualifications such as certificate or diploma issued by another registered training organisation based in any State/Territory of Australia.

LiFE Academy recognises all qualifications/statement of attainment issued by other Australian Registered Training Organisations.

LiFE Academy:

- Issues qualifications it is registered to deliver which are listed on <http://training.gov.au/>
- Complies with the nomenclature stipulated by the Australian Qualifications Framework (AQF)
- Lists all national units/ modules on transcripts of results
- States the National Course Code on all certifications
- States LiFE Academy's National Provider Number on all certifications

Qualifications are only issued after successful completion of all course requirements and on recommendation of the relevant Assessor.

ACCESS AND EQUITY POLICY

Opportunities to undertake training with LiFE Academy will not be restricted on grounds of nationality, place of birth, language, age, sex, sexual preference, marital status, pregnancy, disability, political or religious beliefs or educational background.

LiFE Academy will ensure that training provision is culturally appropriate.

- LiFE Academy actively promotes an environment that is free from any form of discrimination. Disciplinary steps will be taken to deal with any acts or activities brought to the attention of LiFE Academy
- Staff and students of LiFE Academy are encouraged to use language which does not distinguish between the sexes where such a distinction is irrelevant to the matter at hand and where such a distinction has the intended or unintended consequences of reinforcing outmoded beliefs
- LiFE Academy is committed to providing access and equity for students with disabilities to enable them to participate fully and independently in any courses offered at LiFE Academy
- LiFE Academy is committed to creating a work and study environment that is free from sexual harassment for all staff and students. LiFE Academy regards sexual harassment as a serious breach of the Equal Opportunity Act and will take all reasonable steps to ensure that no staff member or student subjects another person to, or is subjected to sexual harassment whilst in the course of any LiFE Academy activity
- LiFE Academy is committed to providing a work and study environment free from bullying for all participants. LiFE Academy will endeavour to ensure no staff member or student subjects another person to, or is subjected to bullying whilst in the course of any LiFE Academy activity

WORKPLACE HEALTH AND SAFETY

It is a fundamental requirement of LiFE Academy that its activities be carried out in a healthy and safe manner.

LiFE Academy will provide, as far as practicable and based on current knowledge, healthy and safe working conditions for all staff and students, define and implement safe working practices, and provide information on control measures for hazards in the workplace. An important objective is to eliminate all incidents that could result in personal injury, occupational health problems or adverse effect on the environment.

Consistent with these objectives, LiFE Academy is also committed to an integrated approach to employee and student wellbeing whether physical, social or psychological.

While responsibility for health and safety in LiFE Academy is an important function of all levels of management, each student has a responsibility for ensuring that his or her own work environment is conducive to good health and safety by:

- taking personal action to eliminate, avoid or minimise hazards of which he or she is aware
- complying with all workplace health and safety instructions
- seeking information and advice where necessary before carrying out new or unfamiliar work
- maintaining dress standards appropriate for the work being done
- being familiar with emergency and evacuation procedures and the location, and use, of emergency equipment

- bringing to the attention of the trainer or staff member any unsafe situation or procedure

LiFE Academy adheres to the requirements of the Occupational Safety & Health Act 1984 and the Occupational Safety & Health Regulations 1996.

Emergency Evacuation Procedure

Upon hearing the evacuation alarm, all students must stop what they are doing and follow the instructions given initially by the lecturer or Fire Wardens who will be easily recognisable by their coloured hard hats.

1. When hearing the on-off quick repetitive “whoop”:
 - Walk, calmly to the emergency exits
 - Do not use lifts or telephones
 - Leave all belongings in the building
 - Do not run
 - Your assembly point is on the corner of Reid Promenade and Grand Boulevard on the Court House lawns.
2. Advise your Lecturer or a Fire Warden of any injured persons as soon as possible
3. Priority will be given to assist any mobility impaired person (e.g. confined to a wheelchair) to evacuate them to the designated assembly point.

PRIVACY POLICY

LiFE Academy will not disclose any information that is gathered about our staff or students to any third party. The company will use the information collected only for the services provided. No staff or student information is shared with another organisation. If staff or student information is required by a third party, then LiFE Academy will obtain written consent from the relevant staff or client prior to release of any information. LiFE Academy will comply and adhere to the Privacy Act 1988.

In the event that a student requires access to their personal records then the following procedure will apply. A request in writing must be made to Student Services who will ask to sight proof of identity before providing the information. This identity information must include as a minimum, proof of name, address and date of birth. No fee will apply for the provision of this information.

Duty not to act contrary to the rights of staff and students

All students and staff have rights to confidentiality of any personal, professional or Academic information freely given or incidentally gathered by the Academy either by contract, induction, registration, assessment or any other means.

Duty of Staff to protect student confidentiality

All staff must ensure that student confidentiality is protected at all times, including during discussions of confidential subjects. Staff must ensure that all written material relating to student particulars, including memos of discussions are handled only by staff and only in the discharge of their duties.

SCHEDULE OF FEES

One time Registration Fee (non refundable)	\$50.00 per unit
All Supplementary Examinations (Applicable per assessment per module/unit)	\$40.00
Initial RPL Application	\$300.00
RPL Assessment (per challenge assessment)	50% of unit costs
Duplicate Copy of Results (per copy)	\$20.00
Duplicate or Replacement of Award	\$50.00