



**LiFE Academy**

**STUDENT  
HANDBOOK  
2024**

## **WELCOME TO THE LiFE ACADEMY**

From the inception of our practitioner courses in 1983 as the Australasian Flower Essence Academy and throughout its development as a Registered Training Organisation in 2002 to present day as the LiFE Academy, we have been striving for excellence in the field of health. This endeavour has always gone hand in hand with a vision of 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 food and clothing distribution for Service to Life Inc. and support for community health and wellbeing projects.

Studies at the LiFE Academy are focused on giving an all round, hands on, practical education in Mental Health, Holistic Counselling and Mind-Body Health by utilising deep ancestral as well as modern scientific 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.

### **LiFE ACADEMY CARE GIVERS' 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 client's welfare comes before my own wants.

I will support the natural environment  
from which healing 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 mental health worker and for furthering their holistic 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 and growing wisdom. It is the balanced triangle of qualities including the valuable central aspect of self-development, which are embedded in the structure of the course.

**Practical Skills** - This involves proving and utilising the knowledge you are given in class and through lectures, demonstrations, videos, power point presentations and text books. Everything you learn from the course can be used every day as a tool for assessing, understanding or improving the quality of life in some direct way. We suggest students practice their skills 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 is an advantage whether in the fields of lifestyle, the work place, positive relationships, physical health or emotional wellbeing.

**Theoretical Knowledge** - Theory is valuable when it is directly applied to practical strategies. The concepts given in the course come from modern academia, the 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 medical science. First Peoples and Western Sciences are wedded in the courses to create a depth of understanding that can be recognised and discussed in everyday 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** - The development of this aspect leads to a deeper understanding of people's journeys towards health and happiness. Subtle perception, which enables empathy and compassion, in conjunction with scientific reasoning enables the student to be in touch with the inner workings of the people they are helping, what quality of life is for each individual, as well as revealing 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 have the opportunity to grow in wisdom during the course and, in processing their own problems in a healthy way, expand the vision of their life path. The journeys they make through self reflection, healing experiences and scientific insight, deepen their skills and life experience as a person, counsellor, mental health worker and community member, while enhancing their personal everyday experiences, relationships and the achievement of treasured goals.

## ESSENTIAL CORE REQUIREMENTS FOR STUDY AT LiFE ACADEMY

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**Very important - please read and sign below:**

- 1. The ability to positively collaborate with fellow students in a friendly and professional manner in class is part of all unit assessments. Students who are disrespectful to another student, in or out of class time, may be subject to a fail assessment of their units or to attend the course in another year at the Academy's discretion.**
- 2. Students must uphold the equity and diversity policies and ethics of LiFE Academy which are to treat all students, staff, clients, work placement employers and employees with respect regardless of race, culture, religion, gender and sexual orientation. In signing below the student agrees to show that respect through verbal and written communications at all times.**
- 3. Students must agree to participate in classes, attend both live online and on campus as an active member of the class, including simulated client assessments, discussion groups and team meetings.**
- 4. Students who due to negative behaviour, negative actions or inactions and/or poor attendance are asked to leave work placement, will not be prioritised for further placement and in some cases will not be able to be offered work placement organised by LiFE Academy.**
- 5. In the event that curriculum changes occur before the student completes their qualification, students will be required to complete the assessment updates that may result from these changes.**
- 6. LiFE Academy reserves the right to change the frequency, availability and timetabling of units, subjects and courses offered according to minimum class sizes as well as staff availability and/or requirement of current government standards.**
- 7. Due to the ongoing situation with the Coronavirus pandemic, updates on federal guidelines concerning Practical Assessments and Work Placements for VET sector courses may impact both timetabling and delivery. Consequently, the availability and frequency of the occasional on-campus training at the LiFE Academy campuses (Unit 2/12 Conquest Way, Wangara, or 193 Coogee Road Mariginiup) may vary in keeping with Coronavirus protocols.**
- 8. The timetabling of Work Placement is unique to each student and their workplace. These timetables may be impacted by the Coronavirus Pandemic. In some situations, students may need to complete their work placement outside the scheduled course duration.**

## GENERAL WORKINGS OF LIFE ACADEMY

The smooth running of the Academy is aided 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 FOR NATIONALLY RECOGNISED QUALIFICATIONS

- CHC43315 - Certificate IV in Mental Health
- CHC53315 - Diploma of Mental Health

### 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](http://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 in and contribute to our online community of students from around Australia.

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 do not hesitate to let us know.

Units of Competency that make up the qualifications are woven throughout a number of subjects. Students 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 the Qualification. Any recognition of prior learning also follows this structure.

### LIVE ONLINE CLASSES

Live and interactive online training is available for the majority of training hours in the CHC43315 Certificate IV in Mental Health and CHC53315 Diploma of Mental Health qualifications. Recordings of online classes are available for students to revisit training sessions or catch up on classes missed. It is highly recommended that students attend a minimum of 80% of the training sessions timetabled. Attendance ensures the development of skills and knowledge essential to practice and successful completion of the course. Missing classes regularly will activate the request to the student to answer questionnaires on these classes. Please let the Academy know as soon as possible if life events or sickness are going to affect your live online participation.

Some aspects of training are not available for online learning and only available as 'face to face' on campus delivery or attendance - including aspects of first aid training, practical assessments and work placement. For students residing outside Perth WA, counselling practical assessments can be conducted via zoom.

Joining these live online classes is a simple process of clicking on a link contained in an email which will be sent to you 30 minutes prior to the commencement of each online training session. Training sessions will be activated 15 minutes before the start time.

Pay attention to timetable details of when classes are running and when there are training breaks. Be sure to contact LiFE Academy if you don't receive the email in time to join (it may have gone to SPAM on your computer) – our IT staff or trainers will be quick to respond.

## **REGISTERED TRAINING ORGANISATION STANDARDS**

LiFE Academy will issue Qualifications and Record of Results to learners who satisfactorily complete the requirements of the course. These 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 the CEO or Administrator.

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

## **LiFE ACADEMY TRAINERS & ASSESSORS**

LiFE Academy will ensure that all trainers and 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, program 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.

## **WORKPLACEMENT**

The timetabling of work placement is unique to each student and their workplace. These timetables may be impacted on by the Coronavirus Pandemic. In some situations, students may need to complete their work placement outside the scheduled 80 hours within 6 months (Certificate IV) and 160 hours within 12 months (Diploma).

## **EDUCATIONAL STANDARDS**

LiFE Academy will adopt practices maintaining 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 recording and archiving systems for learner enrolments, attendance, assessment outcomes, recognition of prior learning/current competencies, complaints, qualifications and Record of Results/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, ventilation and hygienic standards (including COVID 19 protocols).

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 emailed to students prior to enrolment and when changes occur over the duration of training.

## BOOK LIST & STATIONERY

The Resource List is available at Administration Reception and emailed to students along with their enrolment application. 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 the standard size used in the trainee evidence file for submission of assessments and photocopying.

At each class each student should have:

1. Subject **text books** (provided)
2. Subject **assessment booklets** (provided)
3. **Pens** of 2 colours
4. A4 size, **lined notebook** with removable pages
5. **Notebook/Diary** for dates & other information

## **SUBJECT MANUALS AND EVIDENCE FILES**

Subject texts and assessment manuals will be issued for each subject stream. All course materials and assessments are supplied within these texts and manuals. These can be replaced at a cost depending on the subject 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.

## **CHANGE OF ADDRESS**

Students must promptly and formally advise administration in writing of any change of address, email, phone number, or any other details of their enrolment. Forms are available from reception or by email ([support@life-academy.com.au](mailto:support@life-academy.com.au)).

## **ENROLMENT DETAILS**

Students must enrol each at each part of the course. 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 and notify the Academy in writing of any concerns within 21 days of the invoice date.

## **CHANGES TO ENROLMENT**

Students who wish to make any changes to their initial enrolment (i.e. unit/subject listed on Approval of Enrolment and Fee Schedule) must fill out the Application for Enrolment Amendment Form or email their request to [support@life-academy.com.au](mailto:support@life-academy.com.au). Students should be aware of important time limits for enrolment changes (see refund policy).

## **ATTENDANCE POLICY**

Students are encouraged to attend all lectures and workshops. The attendance roll will be taken at each class for both on-campus and online attendance. It is highly recommended that students attend a minimum of 80% of training days. Regular non-attendance will incur the need for the student to answer questionnaires on classes missed.

## **BABIES IN THE CLASSROOM**

To support mothers and fathers we are happy for them to bring a baby to class and remain quietly in class. Babies are the sole responsibility of the parent and must be supervised by them at all times.

## **BREASTFEEDING ON LIFE ACADEMY PREMISES**

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

## **TELEPHONE**

When on campus 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 as part of their work placement options.

## **RECORD OF RESULTS / STATEMENT OF ATTAINMENT**

These will be issued upon a student's exit from their training program, whether the student has completed the full program or not. It will not be issued as an interim progress statement to a student who is continuing the same qualification or course.

## **QUALIFICATIONS**

LiFE Academy will issue students with certified documentation of testamurs, statements of attainment/records of results.

The Australian Qualification Framework (AQF) defines a testamur as 'an official certification document that confirms that a qualification has been awarded to an individual'.

A learner who has completed all the required units of competency or modules (as specified in the training package qualification or accredited course) is entitled to receive both a testamur and a record of results.

The record of results will be provided separately.

## **COURSE FEE STATEMENTS**

Statement of Fees will be sent out at regular intervals.

## **LOST PROPERTY**

The Lost Property Box is kept by Administration. Ask our Academy staff if you believe one of your belongings is there so it can be returned.

## **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, clients and work placement employers, 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 they will be directed to the appropriate staff member or student mentor to assist in the goal of resolution.

It is the responsibility of the student to attend classes, and hand in assessments punctually. If a lecture or practical assessment 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 about the fees prior to enrolment and training structure in this handbook 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 and LiFE Academy events.

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

- Complete designated written, oral and practical training assessments within the time frame given
- Complete the online Learner Needs Questionnaire as requested by email and return to the Academy before the commencement of the course
- Complete the online Compulsory Trainee Assessment Agreement Form as requested by email to acknowledge that you understand the assessment requirements and due date for the unit/subject of study
- Comply with all LiFE Academy Workplace Health and Safety policies, procedures and instructions
- Comply with all health and safety instructions given by a 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 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 Trainer/Assessors 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, delivery schedules and assessment deadlines.

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 or dangerous 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 in person, by letter, email or social media
- 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, and from handing in or attending scheduled 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, as part of the trainee assessment manual 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 skills training in Mental Health, Holistic Counselling, Mind-Body health work and related studies and training.

This is achieved through dedication and commitment to the all round welfare of students, staff and clients. 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, counsellors and mentors will support you in your journey whether you choose courses for qualifications, improvement of work knowledge, skills, 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 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.

### **Student Counselling Services**

LiFE Academy offers counselling sessions for students needing support due to personal difficulties. These sessions can be online or in the counsellor's clinic at a time arranged with the student.

### **Student Mentoring**

The Academy staff are there to help you in any way they can. Weekly mentoring sessions with male or female Mentoring Staff are timetabled on Saturdays and Sundays before class. If you want face to face, one on one mentoring at these or other times, then please phone us for an appointment or email your request to [support@life-academy.com.au](mailto:support@life-academy.com.au).

***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 and positivity.***

## ENROLMENT AND FEES POLICY

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

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.
2. The information provided to each student 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. Invoicing with details of the Qualification and Units of Competency in which the student is enrolled as well as any government scholarships they have been accepted into.
  - d. 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 and timelines 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. The unit/subject fees, (which are sent by our accounts team at the time of enrolment) include;
  - a. Student access to on-campus and live and interactive online classes and digital texts.
  - b. Hard copy subject texts and assessment booklets (bound).
  - c. Access to an archive of recorded online classes for students to view when they are unable to attend class.
  
2. All unit/subject fees include up to three (3) attempts at each assessment. Where an additional assessment is required in order to achieve a satisfactory assessment outcome or 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.
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 sent to the email address of the student. Please update your email address with the Academy if it or other details change while you are in the course.

## REFUND POLICY

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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 subject/unit. This allows for refund of fees under the refund policy.

In order to qualify for a refund, students must formally withdraw from the subject/unit or course by email ( [support@life-academy.com.au](mailto:support@life-academy.com.au) ) on or prior to the census date and with an explanation to administration. It is not sufficient to verbally inform someone at the Academy in person or on the phone of your intention to withdraw. The Census dates for each unit can be found on your invoice.

The categories following identify the circumstances in which refunds will be granted and the circumstances where they will not.

### 1. Full refund of fees

A full refund of unit/subject and relevant resource fees paid will be granted in the event of the following:

- Students who formally withdraw in writing ([support@life-academy.com.au](mailto:support@life-academy.com.au)) from the enrolled unit/subject, 1 week or more prior to the commencement of the unit/subject will be eligible for a full refund of the unit/subject fee (as a whole).
- A qualification or unit/subject is cancelled or re-scheduled to a time unsuitable to the student.
- A student is not given a place due to a maximum number of places being reached.
- An error is made at the time of enrolment e.g. If a student is enrolled in a unit/subject previously completed and the student is not enrolled in any other unit/subject.

### 2. Partial refund of fees on withdrawal within a specified timeframe

- Students who formally withdraw in writing ( [support@life-academy.com.au](mailto:support@life-academy.com.au) ) from the enrolled unit/subject less than 1 week prior to the commencement of the unit/subject or up until the census date (where 20% of the unit/subject has been delivered as per the Timetable) are eligible for a full refund of fees, excepting a \$50 non-refundable enrolment fee. Student access to the archived online classes will be removed for the units/subjects withdrawn.

### 3. Withdrawal outside the specified timeframe.

- The fees owing for students who formally request in writing ([support@life-academy.com.au](mailto:support@life-academy.com.au)) their intention to withdraw from the units/subjects studied in an enrolled course after the census date (where more than 20% for the unit/subject has been delivered as per the Timetable) do not qualify for a refund . Students who re-enrol in the same unit/subject within 12 months of withdrawal are able to do so with a credit from the fees previously paid. Additional resources purchased will not be refunded. Student access to the archived online classes will be removed for withdrawn units/subjects.

#### **4. Exceptional circumstances**

The CEO may approve a refund or pro-rata refund of fees if students withdraw for reasons of personal circumstances that are beyond the control of students. For example, serious illness resulting in extended absence from classes and injury or disability that prevents the student from completing their study.

A written application and supporting documentary evidence is required in all cases.

#### **5. Students transferring course enrolments within the Academy**

If a student transfers from one course to another course within the college within the first four weeks of semester, fees paid to date will be transferred to the new course. Fees will not be transferred to courses that commence in a different semester.

### **RECOGNITION OF PRIOR LEARNING (RPL)**

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Enrolled students can submit their RPL applications to LiFE Academy administration following discussion with Student Services staff.

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 units/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

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- 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

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Units of competency are threaded through subject streams. A candidate must be assessed **satisfactory** for all the required subjects 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, culture, race, religion, political affiliation or sexual orientation.

LiFE Academy 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 a postal and Email address to submit assessments. These will be responded to 4 weeks from the submission date for semester one and 7 weeks from submission date for semester two (due to the Academy's 3 week break over the Christmas and New Year period). The assessment should be submitted on or before the required submission date, otherwise the marking of assessments are 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 as '*not satisfactory*'.

### **Provisions for Language, Literacy and Numeracy (LLN) Assessment**

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

## **COMPLAINTS & APPEALS POLICY**

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The LiFE Academy ensures that any complaints and appeals (academic or non-academic) from the prospective or enrolled student are 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 its 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 trainer 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

### **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 Unit 2 / 12 Conquest Way Wangara 6065, 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 this 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

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

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 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

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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 are themselves subjected to bullying in the course of any LiFE Academy activity.

## **WORKPLACE HEALTH AND SAFETY**

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It is a fundamental requirement that LiFE Academy 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, students and clients, define and implement safe working practices including current COVID 19 protocols, 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
- adhering to current COVID 19 protocols.

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 Warden.

1. When hearing the instructions to evacuate:
  - Walk, calmly to the emergency exits or mustering place
  - Leave all belongings in the building or area
  - Do not run
  - Your assembly point at the Wangara Campus is on the verge lawn for unit 2/12 Conquest Way, at the Bush Campus it on the path by the lake.

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**

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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

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Enrolment Fee (non-refundable fee excepting where students withdraw one week or more prior to the commencement of the unit/subject)	\$50.00 per subject/unit
Re-Assessment Fee (Applicable per unit/subject)	\$40.00
Initial RPL Application	\$300.00 (unless concessions apply)
Cross Credit Application	No Fee
RPL Assessment (per challenge assessment)	50% of unit costs (unless concessions apply)
Duplicate Copy of Results (per copy)	\$20.00
Duplicate or Replacement of Award	\$50.00