Student Information Handbook
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General Information

About Leadership Success

Welcome to Leadership Success. We believe high quality management and effective leadership should be standard practice within organisations. We believe when this happens we will improve the lives of corporate citizens and make businesses more productive, efficient and profitable.

We know that to make this happen, we need to change management and leadership behaviour and this is why we focus our efforts and programs on driving behavioural change from the ground up.

We are a Registered Training Organisation (RTO) in the state of NSW, which means we deliver programs that are mapped to accredited courses from the Business Services Training Package (BSB07) - Certificate IV in Frontline Management, Diploma Management and Certificate II in Business, Certificate IV in Business and the Diploma of Business and also from the Retail training Package - (SIR40207) Certificate IV in Retail Management. We provide nationally recognised and accredited qualifications. We offer quality training and assessment assistance.

Contact Information

Postal address:
PO Box 485
Five Dock NSW 2046

Street address:
Suite 314, 49 Queens Road
Five Dock NSW 2046

Leonie Curtis-Kempnich
Director of Training and Course Development
P: 02 8069 0370
M: 0416 210 977
F: 02 8069 0371
E: leonie@lstraining.com.au

Mikalie Nash
Business and Compliance Manager
P: 02 8069 0369
F: 02 8069 0371
E: mikalie@lstraining.com.au
Access and Equity

This is the Leadership Success recognises that education is a need and right for everyone. We have a strong commitment to fair access and equity in the provision of our programs and courses, irrespective of gender, culture, age, location, disability or disadvantage. All Leadership Success staff members are responsible for the implementation of our access and equity principles.

Support Services

Leadership Success will provide adequate protection for the health, safety and welfare of all students/trainees and will include adequate and appropriate support services in terms of academic and personal counselling. Our trainers/assessors have many years experience in the education field and can assist participants with matters relating to your course. They also have available information on appropriate other personnel who may be approached for support and assistant.

Some external support services available include:

For language literacy assistance
Contact the Adult Basic Education Section at your local TAFE. This section runs free courses in adult literacy and can assist you with other language literacy help.

For the visually impaired
Vision Australia
1300 84 74 66
Email info@visionaustralia.org

For the hearing impaired
The Deaf Society of NSW head office is located in Parramatta
Phone - (02) 9893 8555
Fax - (02) 9893 8333
Email info@deafsociety.com

Disability Support Services

Other support services contact numbers available on request.

Language, Literacy and Numeracy Support

Leadership Success acknowledges that all vocational education and training includes language, literacy and numeracy tasks. Our trainers provide materials, resources and assessment tasks at the literacy level and complexity required in the workplace for the Unit of Competency being undertaken. Trainers also provide opportunities for repeated and supported practice.
Should a participant require extra assistance with language, literacy or numeracy Leadership Success trainers/assessors will arrange the necessary internal or external support to enable the participant to achieve competency.

**Participant Feedback**

Participants will be asked to complete program evaluations during and on program completion. Leadership Success values your input and opinions. We review your feedback, take it on board and act upon it.

**Training Venue**

Prior to your program commencement, training locations will be given to students. Your trainer will make you aware of important details such as the emergency exits and toilets and procedures according to training venue.

**Complaints**

Leadership Success attempts to ensure that course participants receive accurate information about:

- Course content, course competencies, trainers, venues, dates and times, fees and charges.

- Specific Units of Competency including assessment procedures and tasks which must be completed successfully for a certificate or statement of attainment to be awarded.

All participants will be notified within a reasonable and fair time on any changes to the advertised times, venues, trainers and course content and assessment procedures.

If a participant feels that Leadership Success has not provided satisfactory services in any way they are encouraged to make a complaint as in the Student Rights section.
Vocational Education and Training (VET)

VET is sector of education providing people with knowledge and skills that they can apply in their work role. VET is an industry based, national system of education that is competency based – so students are assessed on whether they possess the required knowledge, skills or attributes to perform a particular task in the workplace.

Assessment for VET Accredited Courses

Participants in accredited courses are required to undertake a range of assessment tasks in order to demonstrate competence. Trainers will use Leadership Success’s, assessment tools for each assessment and outcomes will be recorded and discussed with learners. Leadership Success will ensure that assessment processes:

1. Recognise the principles and proper application of Recognition of Prior Learning/Recognition of Current Competency (RPL/RCC) procedures
2. Allow credit transfer when properly documented
3. Allow accelerated progress towards completion of assessment tasks and demonstration of competency when required by all participants
4. Are valid, appropriate, fair, and flexible and recognise the requirements of the participant and the national training recognition system.

Recognition of Qualifications Issued by Registered Training Organisations

Qualifications issued by Leadership Success are nationally recognised. Leadership Success recognises the AQF qualifications and statements of attainment issued by any other Registered Training Organisations (RTO).

Recognition of Prior Learning (RPL) / Recognition of Current Competency (RCC)/ Credit Transfer (CT)

Leadership Success recognises that participants may be able to demonstrate some or all of the defined competencies of the course for which they have enrolled. This competency may have been gained through previous learning, through work and life experiences, through employment experience and/or previous formal education and training.

Leadership Success endorses the policy formally recognising and giving credit for the satisfactory demonstration of specific competencies in those units of competency through credit transfer, completion of assessment tasks or RPL/RCC.
Assessment Outcomes

✓ Competent (C)
✓ Not yet competent (NYC)
✓ Withdrawn (W)
✓ Recognition of Prior Learning (RPL)
✓ Recognition of Current Competency (RCC)
✓ Credit Transfer (CT)

Plagiarism

Plagiarism is a form of cheating. To ensure you do not plagiarise someone else’s work, you must declare the sources from which you derive material or ideas. Penalties will apply if plagiarism is detected in assignments.

Assessment Appeals

A student, who is dissatisfied with an assessment result, may appeal the decision. To appeal, the following steps occur:

1. The student notifies the trainer using the Assessment Appeals Application Form available from the trainer not longer than 5 days after conclusion of the assessment.
2. The two parties discuss the appeal and either negotiate a re-assessment or the assessor does not uphold the appeal.
3. If the student is dissatisfied that the appeal has not been upheld then he/she can request an independent assessment by another assessor from Leadership Success.
4. If re-assessment then the assessor from Leadership Success provides a written statement of outcomes of the re-assessment within 14 days.
5. If the student is still dissatisfied, he/she may seek arbitration by a third party or panel acceptable to the parties to the appeal.
6. If the appeal is still unresolved, the student will be advised of external organisations that may be able to assist.

Certificates/Statements of Attainment

Certificates are issued by the Leadership Success on completion of accredited courses. Statements of attainment are issued on successful completion of accredited Units of Competency. For non-accredited courses, certificates of participation may be issued if the participant has attended all sessions.
Reissuing of Certificates

Misplaced certificates can be reissued upon written request. Leadership Success may also require an explanation as to what happened to the original certification. A cost of $25 (inc GST) will be charged for a certificate or statement of attainment to be re-issued.

Fees and Charges

Students will not be invoiced directly the company that the student works for will be invoiced.

Refunds

Where a state funded course is cancelled by Leadership Success at any time during the period of the enrolment, then Leadership Success will refund the full fee.

Where an employer/fee-for-service course is cancelled by Leadership Success at any time during the period of the enrolment, then Leadership Success will refund the full fee.

Courses Withdrawal

To withdraw from an accredited course:

1. Inform the course trainer/assessor
2. Complete a Withdrawal form available from Leadership Success trainer and return it immediately.
Student Rights and Responsibilities

Overview of Rights and Responsibilities

All participants in Leadership Success training have the rights of students in a mature relationship between trainers and other students and as a consumer of high quality commercial products. As such, students have both rights and responsibilities.

Training participants can expect that they will:

- Receive high quality customer service and high quality training.
- Be treated with respect as adults by trainers and other course participants.
- Have access to a proper process for the resolution of grievances if dissatisfied with any aspects of the administration or teaching of the course.

Training participants have a responsibility to:

- Respect the rights of other training participants to experience a mature and undisturbed (including mobile phones) learning environment.
- Care for the facilities and property involved in the provision of the course.
- Attend the sessions.
- Behave in a manner that is socially acceptable to all persons concerned.

Student Code of Conduct

All students have a responsibility to:

1. Treat other students and Leadership Success staff with respect and fairness and in line with the Leadership Success Equal Opportunity Policy.
2. Follow any reasonable direction from a member of Leadership Success staff.
3. Behave responsibly by not littering, harassing fellow students or staff, damaging, stealing, modifying or misusing any Leadership Success or other student’s property.
4. Behave responsibly by not being under the influence of drugs or alcohol.
5. Behave responsibly by not being in possession of dangerous items such as firearms, knives or syringes (if not used to treat an existing medical condition).
6. Refrain from using mobile phones, pagers or any other electronic devices that may disrupt classes.
7. Follow normal safety practices, including wearing approved clothing and protective equipment and following both written and verbal directions given by Leadership Success staff.

8. Act in a manner that promotes safety to all.

9. Identify, assess and control any hazards (if safe to do so) or report to your Trainer/Assessor immediately.

10. Not behave in a way that would offend, embarrass or threaten others.

11. Act honestly and fairly in connection with an assignment or other means of assessment conducted by Leadership Success.

Alcohol and Drugs

Leadership Success expects employees and students to carry out their duties safely and to refrain from any conduct, including alcohol or other substance abuse or misuse, which would adversely affect their performance and/or put at risk their own health and safety and that of others in the workplace.

Workplace Health and Safety

All students, trainees and trainers have the responsibility to:

✓ Adhere to safe work practices, instruction and rules.

✓ Immediately report any unsafe work condition or equipment to management.

✓ Perform all work duties in a manner that ensures individual health and safety and that of all other employees.

✓ Encourage fellow employees to create and maintain a safe and healthy work environment.

✓ Co-operate with all other training participants and Leadership Success staff to enable the health and safety responsibilities of all participants to be achieved.

Leadership Success is committed to providing a safe and healthy training environment for all student/trainees. Its policy is to make every reasonable effort to prevent accidents, protect learners from injury and promote the health, safety and welfare of all program participants.

Breach of Conduct

Where a student breaches the Student Code of Conduct they will be asked to leave the training session immediately and the breach of conduct will be handed across to the employer to investigate and deal with appropriately.
Student Rights

All Students have the right to:

✓ Be treated fairly and with respect by Leadership Success staff and other students.

✓ Learn in an environment free of discrimination and harassment.

✓ Learn in a supportive and stimulating environment in which to pursue their goals.

✓ Have access to counselling if desired or required.

✓ Privacy concerning records that contain personal information, subject to statutory requirements.

✓ Be given information about assessment procedures at the beginning of the course/competency/module and progressive results as they occur.

✓ Lodge a complaint without fear of retaliation or victimization.

✓ Have principles of Natural Justice applied during any investigation process concerning a breach of the Student Code of Conduct.

✓ Be trained in a safe working environment.

Harassment Prevention

Harassment is prohibited under both federal and state law.

Sexual harassment is any verbal or physical contact that is unwelcome, uninvited and not reciprocated. It may take a variety of forms including persistent, unwelcome demands or even subtle pressures for sexual favours or outings, leering, patting, pinching, touching or unnecessary familiarity, offensive comments on physical appearance, dress or private life and the public display or pornography.

Verbal harassment can include making fun of someone because of their race, disability, age, sex, sexuality or other protected attribute, imitating someone’s accent or disability, obscene or racist, sexist, homophobic or stereotyped telephone calls, letters, faxes or email messages and offensive jokes.

Nonverbal harassment can include putting sexually suggestive, offensive or degrading/insulting material on walls, computer screens, faxes, email and in other work areas, unwelcome practical jokes, offensive hand or body gestures, unnecessary physical contact, wolf whistling; and putting your hand or an object (like someone’s payslip) into someone’s pocket.
If such behaviour makes trainees feel offended and humiliated, intimidated and frightened and uncomfortable at work, it is unlawful and discriminatory, and must be reported to management.

Complaints and Grievances

Leadership Success will ensure that the student has access to a fair and equitable process for dealing with complaints and will provide an avenue for the them to appeal against decisions made about the complaint which may affect the their training progress and outcomes.

The following complaints and grievances procedure shall apply:

1. The complainant lodges the grievance in writing with any employee of Leadership Success.
2. The employee with whom the grievance is lodged shall deliver it to the CEO.
3. Within five working days of receiving the complaint, the CEO of Leadership Success will inform the complaint of the investigation processes which will include a meeting with the complainant; his/her findings and the resolution strategies proposed.
4. The CEO of Leadership Success will take appropriate action to resolve all substantiated complaints by implementing the strategies agreed to by all parties.
5. Should the complainant wish to appeal the finding and resolution decision, The CEO will convene another meeting with the complainant as soon as is practical to review the process and procedures and either confirm the original findings or make revised findings and suggest strategies to resolve the issue. The CEO will then provide a written explanation of his/her decision/s regarding the appeal made to him/her.
6. If the matter still cannot be resolved, Leadership Success shall arrange for the complaint to be reviewed by a grievance committee and Leadership Success will accept the findings of the grievance committee and implement the recommendations made as a result of the independent review.
7. A person making a complaint may contact an external agency for advice, help or to act as their advocate at any stage of the procedure.
8. Should a complainant remain dissatisfied with the resolution of their complaint and the appeal process, Leadership Success will arrange for their complaint to be forwarded to the Australian Skills Quality Authority (AQSA) for further investigation. Leadership Success will abide by the decision made by ASQA relevant to the complaint.
9. If you are unable to resolve your complaint with the training organisation then you should make contact with the relevant authority listed below.

Complaints team
Australian Skills Quality Authority
GPO Box 9928
Melbourne VIC 3001
P: 1300 701 801
E: complaintsteam@asqa.gov.au
Leadership Success Responsibilities

Overview of Responsibilities

Leadership Success as a Registered Training Organisation will comply with the following:

- The VET Quality Framework, including The Standards for NVR Registered Training Organisations.
- Privacy of student/trainee information.
- The requirements of any Performance Agreements it has with Government Departments or bodies.
- Our scope of registration.
- Legislative requirements to maintain a student management recording and reporting system.
- Legislative requirements to ensure that all marketing and advertising material is accurate and ethical.

Provision of Education and Training Services

In the provision of education and training services, Leadership Success will:

1. Adopt policies and management practices which maintain high professional standards in the delivery of education and training services, and which safeguard the interests and welfare of the training participant.
2. Maintain a learning environment that is conducive to the success of the student.
3. Maintain the capacity to deliver the courses for which it has been registered and provide adequate facilities, methods and material appropriate to the learning needs of the student.
4. Ensure that training staff are not only suitably qualified but are also sensitive to the cultural and learning needs of the Australian Apprentice, and will provide training for its staff as required.
5. Provide flexible learning and assessment procedures to suit the individual needs of the training participant.

Prevention of Harassment

Workplace Harassment, Victimisation and Equal Employment Opportunity and are covered by the following acts:

- Racial Discrimination Act 1975 (Cth)
Leadership Success aims to remove barriers and to open up developmental opportunities for all students by creating a training environment that is free from discrimination, harassment, bigotry, prejudice, racism and offensive behaviour. All students will receive fair and equitable treatment in all aspects of training without regard to political affiliation, race, colour, religion, national origin, sex, marital status or physical disability.

Leadership Success wants to prevent harassment from ever occurring as part of our training sessions. If you are ever harassed in any form, we encourage you to make a complaint to Leadership Success immediately by notifying your trainer or following the Leadership Success complaints and grievances procedure. We will deal with any harassment complaint seriously, sympathetically, quickly, impartially (fairly) and confidentially.

Privacy

Information privacy is very important. As a requirement of some funding bodies and for our own purposes, Leadership Success staff request personal information from participants in our courses. The information collected and stored includes:

- Name and address
- Date of Birth
- Employment Status
- Country of Birth
- Education Achievement

This information is required as a condition for government funding and for statistical reporting of ASQA outcomes. When that information is sent to a Government agency, it is sent in a format that deletes the participant’s names and addresses.

Leadership Success will use a participant’s name and address for communication purposes. This may be to send information about your current training program or to send our certificates. Occasionally, your name and address will be used to request information about our own customer service or to gain feedback about other areas of our business. No other information will be provided to any third parties or selected people without written consent from individual students.

Leadership Success will follow the ten national privacy principles in the handling of personal information of trainees/employees:
1. **Collection** – The organisation will collect only the information necessary for one or more of its functions. The individual will be told the purposes for which the information is collected.

2. **Use and disclosure** – Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.

3. **Data Quality** – Leadership Success will take all reasonable steps to make sure that the personal information it collects, uses, or discloses is accurate, complete and up to date.

4. **Data Security** – Leadership Success will take all reasonable steps to protect the personal information collected from misuse and loss and from unauthorised access, modification or disclosure.

5. **Openness** – Leadership Success will document how it manages personal information collected and, when requested, will outline the information it holds, explain the purpose of collection and how it collects, secures, and when it is obliged to disclose information.

6. **Access and correction** – The individual will be given access to the information held by Leadership Success except when prescribed exceptions apply. Leadership Success will correct and update information as required.

7. **Unique identifiers** – Commonwealth Government identifiers (Medicare or tax file number) will only be used for the purposes for which they were issued. Leadership Success will not assign unique identifiers except where it is necessary to carry out its functions efficiently.

8. **Anonymity** – Wherever possible, the organisations will provide the opportunity for the individual to interact with them without identifying themselves.

9. **Trans border data flows** – The individual’s privacy protection applies to the transfer of personal information out of Australia.

10. **Sensitive Information** – Leadership Success will seek the consent of the individual prior to collecting sensitive information about them such as health, racial or ethnic background and criminal records.