

PARTICIPANT HANDBOOK

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CONTACT DETAILS

Noosa Campus

Address: 6 Lanyana Way
Noosa Heads QLD 4567
Email: LTTC@lexisenglish.com

Postal Address (all campuses)

PO Box 1110
Noosa Heads QLD 4567

Sunshine Coast Campus

Address: Lv 3, 17 Duporth Avenue
Maroochydore QLD 4558
Email: LTTC@lexisenglish.com

Contact Number (all campuses)

07 5447 4448

Byron Bay Campus

Address: 16-20 Ruskin Street
Byron Bay NSW 2481
Email: LTTC@lexisenglish.com

Brisbane Campus

Address: Level 6 and 7, 15 Adelaide Street
Brisbane QLD 4000
Email: LTTC@lexisenglish.com

Perth Campus

Address: 23-27 Scarborough Beach Road
Scarborough Beach WA 6019
Email: LTTC@lexisenglish.com

The Beauty House Academy

Address: 110 Sugar Road
Maroochydore QLD 4558
Email: LTTC@lexisenglish.com

BACKGROUND

Lexis TESOL Training Centres (LEXIS TRAINING) as a Registered Training Organisation (RTO) forms part of the International Lexis Group that has provided language training to thousands of students from more than fifty countries every year. At LEXIS TRAINING we provide participants with an opportunity to study Vocational Education qualifications that are nationally recognised throughout Australia. We pride ourselves on offering quality teacher training options to suit the English Language industry, as well as a Certificate III in Business course. Our mission is simple: to give you the tools you need to achieve your goals in the industry of your choice.

MISSION STATEMENT

Lexis TESOL Training Centre is committed to quality of training & services, continuous improvement, access and equity, importance of training for increased employment opportunities and the improved skills of its students.

CODE OF PRACTICE

LEXIS TRAINING is committed to delivering quality training and understands the importance of recognising industry needs and incorporating industry best practices into all facets of the organisation, in order to continually improve its products and services.

The LEXIS TRAINING Code of Practice serves to formally outline our dedication to meeting the National VET Regulator Standards and Requirements, ensuring that all participants, clients, staff and key industry stakeholders have a positive and productive experience with LEXIS TRAINING and that the opportunity to improve and value add through the investment in learning, is a mutually beneficial process.

LEXIS TRAINING Code of Practice:

- LEXIS TRAINING will comply with the National VET Quality Framework and all other relevant legislation and codes of practice
- LEXIS TRAINING will ensure that the health and safety of its staff and participants are a priority and that all reasonable measures are taken to reduce the risk of potential hazards in its working and training environments
- LEXIS TRAINING has defined strategies, procedures and measures in place to ensure that we deliver training and assessment services that are of high quality and that meet the requirements of the relevant National Training Packages and VET accredited courses on scope
- LEXIS TRAINING strives to promote a working and training environment that is dedicated to continuous improvement and through the feedback from participants, clients, industry and staff, endeavours to implement suggested improvements into its programs and procedures

- LEXIS TRAINING ensures that all of their staff possesses the appropriate qualifications and experience to deliver the training and assessment services offered and encourages the continual expansion of their knowledge and skills through the maintenance of industry currency and a focus on professional development
- LEXIS TRAINING provides adequate and effective facilities, equipment and training and assessment materials to maximise the learning outcomes of the participant. Assessment strategies (including those for Recognition of Prior Learning and Credit Transfer) developed by LEXIS TRAINING abide by the national principles of assessment and rules of evidence.
- LEXIS TRAINING acknowledges its obligation to recognise AQF and VET qualifications and statements of attainment issued by any other RTO.
- LEXIS TRAINING is committed to creating an inclusive learning environment and has in place appropriate strategies, policies and procedures to adhere to the principles of access and equity for all its participants, clients and employees. Through these strategies, LEXIS TRAINING ensures it is responsive and flexible to individual needs i.e. literacy, cultural and disability requirements
- LEXIS TRAINING's Enrolment Form clearly outlines all fees and charges and is made available to potential participants and clients prior to any formal enrolment. This form also defines LEXIS TRAINING's Refund and Cancellation policy. Any other course documentation distributed (course brochures, outlines, participant handbook, policies etc.) give clear, consistent and accurate information about the training, assessment and services to be provided by LEXIS TRAINING.
- LEXIS TRAINING's senior management takes an inclusive and consultative approach to its decision making processes and has in place sound strategies and policies surrounding financial and administrative management practices. These strategies aid LEXIS TRAINING in meeting high standards of client and training services and protect the accuracy, integrity and security of participant records and the timely access to these on request.
- LEXIS TRAINING recognises its obligation to maintain and honour this Code of Practice and all other policies and guarantees outlined. LEXIS TRAINING also understands its obligation to cooperate and participate in monitoring or auditing processes and any associated provision of data, information or documentation, as set out in the *Data Provision Requirements 2012* or as required by the National VET Regulator or other relevant governing bodies.

COMPETENCY BASED TRAINING

Competency based training (CBT) is a flexible form of training that focuses on the application of specific skills and knowledge relevant to industry and where learning outcomes are based on accepted industry and/or workplace requirements and standards.

Competency is generally measured via a number of different assessment methods and strategies and centres on the collection of evidence to confirm the acquisition of skills and knowledge that when applied consistently over time, will deliver specified standards and outcomes across all aspects of work performance. Put simply, competency based training is a system of learning that concentrates on what learners can actually "do".

SAMPLE TIMETABLE

	Monday	Tuesday	Wednesday	Thursday	Friday
BSB30115 Cert. III in Business (5 hours per day)	Face to face	Face to face	Self-study	-	Face to face
BSB50215 Dip. of Business (5 hours per day)	-	Self-study	Face to face	Face to face	Face to face
SIT20316 Cert. II in Hospitality (5 hours per day)	Face to face	Face to face	Self-study	Face to face	-
10429NAT Cert. IV in TESOL (3 hours per night)	-	Face to Face	-	-	-
The Beauty House Academy courses	Face to Face	Face to Face	Self-study	-	-

*****Please note students may be required to complete course work as part of the self-study sessions; all campuses except for Byron Bay have access to a student computer lab for this purpose.**

ASSESSMENTS

Assessment is defined in the Standards for NVR Registered Training Organisations 2015 as “the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard expected in the workplace, as expressed by the relevant endorsed industry/enterprise competency standards of a training package or by the learning outcomes of a VET accredited course.

The competency based assessment strategies used by LEXIS TRAINING involve the evaluation of sufficient evidence to:

- Enable determinations to be made about whether competency has been attained;

- Allow for feedback regarding the outcomes of the assessment process and provide opportunity for reassessment on appeal; and
- Ensure equity for all persons, having a regard for relevant cultural and/or linguistic requirements and the needs of those with disabilities.

The assessment strategies devised by LEXIS TRAINING may include informal and formal assessment and the methods used may include:

- Answering written and or oral questions
- Portfolio
- Work samples
- Making presentations
- Project work
- Observation and/or demonstration of skills
- Third Party Reports

All assessment at LEXIS TRAINING complies with the national principles of assessment, being fair, flexible, valid and reliable; and provide for students to be informed of the assessment process and criteria and the context and purpose of the assessment. LEXIS TRAINING's assessment strategies ensure that the evidence gathered in evaluation of assessments is valid, sufficient, authentic and current.

LEXIS TRAINING recommends you keep copies of all of your submitted assessment items, regardless of the method of submission. If it is not possible to retain a copy of original work, it is advisable that you make high-resolution photos or video records of their assessment. In the instance that assessment is submitted via post, LEXIS TRAINING recommends that they be sent via traceable Express or Registered Post. No responsibility will be taken by LEXIS TRAINING for loss or damage during processing or transit and any assessment submitted by post will not be returned to the participant.

All your completed assessment items are retained securely in hard copy format for a period of six months from the date the judgement of competence was made. After this period, completed assessment items will be stored in electronic format.

In line with competency based training and assessment, all assessment outcomes are expressed as being "competent" or "not yet competent". You will be given support and ample opportunity to succeed and achieve competency. LEXIS TRAINING's assessment methods are adaptable, to allow for the development of competency over the duration of courses.

Should you not successfully submit or complete an assessment, you will have the opportunity to re-submit (as outlined by your Trainer/Assessor). An assessment task can be submitted a maximum of three (3) times – this total is inclusive of the original submission. You will, however incur a fee of \$50.00 for the third and any subsequent re-assessment submissions. That is, you are eligible for one free re-assessment after the initial submission.

If you do not successfully complete the assessment on the third submission the assessment will be recorded as "not yet competent". At this point, the Trainer/Assessor will discuss future options with

you. This may include re-enrolling into the relevant unit of competency. Should re-enrolment be required, payment of the applicable fee will be required (as outlined in the Fee Schedule).

LEXIS TRAINING strive to ensure that you receive timely feedback on your assessment and as such, have implemented the following standards of service with our Trainers and Assessors:

- Marking of Written Assessment
Marking is completed within ten (10) business days of receipt of assessment.
- Responding to Participant Queries
Response is supplied to participant within three (3) business days of receipt of query regarding an assessment task and/or clarification about learning materials or topics covered in training sessions, practical teaching hours etc.

ENROLMENT INFORMATION

Enquiries about the training that LEXIS TRAINING offers can be made in person, via email or over the phone. All available courses and scheduled training dates are listed on the LEXIS TRAINING website.

Once LEXIS TRAINING is aware of the preferred course and training dates, we will send an Enrolment Form. LEXIS TRAINING will send a copy of the Participant Handbook, Fee Schedule and the appropriate course outline with the enrolment offer documentation. These documents provide important information regarding policies and procedures and an in-depth description about the course.

The Enrolment Form contains, as a minimum, the following information:

- The course(s) in which the participant is to be enrolled and any conditions of enrolment
- The course(s) costs including enrolment fee
- Payment terms including the timing and amount of fees to be paid and any non-refundable deposit
- Information in relation to the refund of monies paid for the course(s) and information relating to the documented Refund and Cancellation Policy
- The nature of the guarantee given by LEXIS TRAINING to complete the training and assessment once the participant has commenced their study

The signed declaration included on the Enrolment Form indicates that you agree with the following:

- The information provided by you is complete and correct
- To be bound by LEXIS TRAINING's rules and regulations
- You have read and understood the information provided and agrees to the conditions of enrolment

Acceptance into a course of study with LEXIS TRAINING is confirmed when a completed and signed Enrolment Form, along with the appropriate payment, is submitted to LEXIS TRAINING. Upon receipt of this, LEXIS TRAINING will issue confirmation of enrolment, along with a tax invoice and/or receipt for payment.

REFUND AND CANCELLATION POLICY

1. Any request for cancellation or refund must be made in writing
2. If a request for cancellation is received **ten (10) working days or more prior to the course commencement date**, you have the option to re-enrol into an alternative course date or receive a refund of the total of course fees paid to date, less the non-refundable registration fee.
3. If you opt to re-enrol into an alternative course date, then later cancel that course, prior to the new commencement date, the cancellation policy will apply from the original course commencement date, not the deferred commencement date.
4. If a request for cancellation is received **less than ten (10) working days prior to the course commencement date**, you are entitled to receive a refund of the total of course fees paid to date; less the non-refundable administration fee and a cancellation fee of 20% of the total tuition fees paid to date.
5. If you withdraw from a course after the commencement date and before completion, no refund will be given.
6. Where LEXIS TRAINING does not offer an advertised course, or withdraw the delivery of a course prior to its completion, you will be offered within two (2) weeks, a refund of the total fees paid to date, less the non-refundable registration fee. Alternatively, you may be offered a suitable alternative course at no additional cost. You have the right to choose a refund or the offer of placement in another course. Acceptance of any offer must be confirmed within thirty (30) days of the offer being made.
7. Any refunds payable under this policy (with the exception of those payable under Clause 6) will be made within four (4) weeks of receiving the written request.
8. LEXIS TRAINING may make reasonable variations to the delivery of courses e.g.: course times, classrooms. Participants will be provided with reasonable advanced notice should this occur and will have the opportunity to access the internal complaints and appeals process should they feel disadvantaged by any such variation.
9. In all cases of suspension and/or expulsion due to non-compliance with the Participant Code of Conduct, no refund of monies paid to LEXIS TRAINING will be made unless required by law.

These regulations may be waived only in exceptional circumstances by the Executive Management of LEXIS TRAINING at their absolute discretion.

FEES

Below is the current 2018 Administrative Fee Schedule.

Fee	Amount	Description
CELTA Non-refundable registration fee	\$250.00	Non-refundable registration fee inclusive of course payments made in full
Registration fee	\$150.00	Non-refundable registration fee inclusive of course

		payments made in full
Cancellation fee	20%	Applied to total tuition fees paid to date (as outlined in Refund and Cancellation Policy)
Certificate re-issue fee	\$50.00	Request for re-issue of a testamur or statement of attainment
Transcript re-issue fee	\$35.00	Request for re-issue of transcript/record of results
Participant documentation request	\$20.00	Request for documentation with participant authority
Re-assessment submission fee	\$50.00	Participants will be charged this fee for the third and any subsequent re-assessment submissions. That is, the participant is eligible for one free re-assessment after initial submission.
Unit re-enrolment fee	\$150.00	Unit from a Certificate II, III & Diploma qualification
	\$180.00	Unit from a Certificate IV qualification
Re-dispatch of course materials	\$15.00 per item	Fee charged for each item of course materials (e.g. Participant Guide, Workbook, Activities booklet etc.) that must be re-printed and re-dispatched
RPL assessment fee	\$750.00	Non-refundable assessment fee for Recognition of Prior Learning applications
Re-dispatch of additional resources	\$65.00	Upon request for re-dispatch of the applicable additional resource textbook used in Certificate IV TESOL course

LEXIS TRAINING reserves the right to make changes to the Fee Schedule from time to time without notice.

TRANSFER POLICY

Students who have not yet completed 6 months of their principal course may apply to the Training Manager for an early release from their current study program. The application must be 4 weeks in advance and in writing, and include a copy of the offer letter for the next course of study the student wishes to enrol for. Students should refer to the refund and cancellation policy regarding cancellation of your studies.

An early release will be granted if:

- the overseas student will be reported because they are unable to achieve satisfactory course progress at the level they are studying, even after engaging with that registered provider's intervention strategy to assist the overseas student in accordance with Standard 8 (Overseas student visa requirements) – in this case the student will still be reported via PRISMS for poor progress

- there is documented evidence of compassionate or compelling circumstances where remaining enrolled in the course would be unfavourable for the student.
 - Lexis Training as a registered provider fails to deliver the course as outlined in the written agreement
 - there is supporting evidence that the overseas student's reasonable expectations about their current course are not being met
 - there is evidence that the overseas student was misled by the Lexis Training as a registered provider or an education or migration agent regarding Lexis Training or its course and the course is therefore unsuitable to their needs and/or study objectives
 - an appeal (internal or external) on another matter results in a decision or recommendation to release the overseas student.
- The student will be advised in writing within 7 days if the application is approved
 - On approval of release for Student Visa Holders – the Registrar will advise DIBP of the early release via PRISMS
 - The student will be informed of the need to contact DIBP to seek advice on their visa status
 - The student will graduate on their nominated date and receive their Statement of Attainment detailing completed units of study and Attendance Certificate
 - Students will not be granted a release for transfer to another provider without:
 - a written application requesting the early release
 - a signed understanding that the refund policy will be activated
 - a valid letter of offer from the receiving registered provider offering a CRICOS registered course
 - where Lexis Training believes that the early release is not in the best interest of the student as listed in the above circumstances

PARTICIPANT CODE OF CONDUCT

Your enrolment and attendance in a course provided by LEXIS TRAINING, acknowledges an agreement to adhere to the terms and conditions of conduct identified below and consents that decisions relating to serious or persistent non-compliance with the participant code of conduct throughout your training will be at the discretion of LEXIS TRAINING's Executive Management.

Attendance

Due to the intensive nature of LEXIS TRAINING's courses, it is necessary for participants to attend all training sessions. If a participant is unable to attend a training session for a particular reason, they must notify the relevant LEXIS TRAINING campus staff/trainer as soon as practical so that appropriate alternative arrangements can be made.

All classes are organised to follow a specific timeframe. Should a participant be delayed for their scheduled training session for any reason, it is expected that they call to advise LEXIS TRAINING prior to

the class commencing. Notifying the staff/trainer ahead of time helps to minimise any potential disruption to the class and other participants.

Progress policy

LEXIS TRAINING monitors student progress on PRISMS (Provider Registration and International Students Management System). The progress of students is based on successful completion of course assessments. You must successfully complete all course units to gain a certificate. In the case that you do not pass all of the units within the allocated timeframe you will be provided with a Statement of Attainment, listing the items you did complete successfully.

- In order to monitor progress, teachers record all assessment tasks and the results on each student's Assessment spreadsheet which allows them to monitor student assessment status
- Students' academic performance is monitored informally on unit basis and formally via submitted assessment on a term basis.
- Trainers are to submit completed assessment to the Admin. Manager at the end of each term to be recorded in the Student management database (STARS)

If any student is identified as being at risk of failing to demonstrate satisfactory course progress, the student will be reported to the Training Manager who will meet with the student and their trainer/assessor, to identify problem areas and develop an intervention strategy to resolve the situation. The trainer/assessor must provide documentary evidence of academic risk which could include the following:

- Attendance Records
- Samples of Work
- Written Reports

The course timetable is structured in a manner that should prevent students from falling behind. Consolidation and group tutoring sessions are made available to students to assist them with revision, finalisation of assessment, re-submission and completion of units of competency prior to moving on to the next unit.

When a student falls behind in 2 units of competency this will be reported by the trainer, with supporting evidence, to the Training Manager at which point the student will be contacted to enquire as to why they are falling behind in course work. This conversation as well as measures agreed to by the Training Manager and student to get them back on track with course work will be documented in STARS.

If the student continues to fall behind despite being offered support and assistance and gets to the point that they have failed to successfully complete 4 units of competency, with 2 of these being in succession, the formal intervention strategy will be implemented. The student will receive a formal warning of unsatisfactory progress letter (letter 1).

If the student continues to show poor progress and the 4 units remain NYC in addition to further NYC being recorded, despite being allocated the necessary time to complete these as per the timetable

structure, the student will receive a 'show cause' letter (letter 2). Following the show cause meeting the learning contract will be issued.

Formal Intervention Strategies may include the following:

- The student will be counselled by the Training Manager to identify any personal issues affecting course progress
- The student may be given a learning contract in negotiation with the teacher with additional set tasks which may include:
 - Additional hours of study
 - Additional homework
 - The student may be offered 1:1 tutor sessions
 - A student mentor may be appointed

A written report will be kept of the procedures undertaken with the student and their outcomes.

- Progress will be monitored weekly by the trainer and reported to the Training Manager.
- A weekly meeting will be held with the student to monitor progress on the agreed learning contract.

If the overseas student is identified as 'at risk' of not being able to successfully complete the course units within the allocated timeframe, despite intervention strategies, Lexis Training will notify the student in writing of their intention to report the student for failure to maintain course progress, listing the reasons supporting this decision. (intention to report letter)

- Students will have the right to appeal this decision via Lexis Trainings internal complaints and appeals process within 20 working days of notification.
- Lexis Training may only report the student via PRISMS if:
 - The internal and external complaints processes have been completed and the breach has been upheld
 - The overseas student has chosen not to access the internal complaints and appeals process within the 20 working day period
 - The overseas student has chosen not to access the external complaints and appeals process
 - The overseas student withdraws from the internal or external appeals process by notifying the Lexis Training in writing
- Lexis Training is unable to extend a student's enrolment to allow them to complete the required course material outside of the allocated timeframe unless:
 - there are compassionate or compelling circumstances, as assessed by the Lexis Training on the basis of demonstrable evidence
 - Lexis Training has implemented, or is in the process of implementing, an intervention strategy for the overseas student because they have been identified as at risk of not meeting course progress requirements
 - an approved deferral or suspension of the overseas student's enrolment has occurred under Standard 9 (Deferring, suspending or cancelling the overseas student's enrolment).

- In the case that Lexis Training does extend the students course duration, the student will be notified that they should contact the department of immigration to seek advice on any potential impact the extension may have on their visa, including the need to obtain a new visa.

Alcohol and Stimulants

LEXIS TRAINING does not permit the consumption of alcohol or use of non-prescribed / illegal stimulants or drugs on its premises or throughout the duration of a training session. Participants are not to attend a training session if under the influence of alcohol or non-prescribed / illegal stimulants or drugs.

Food and Drink

All food, drink and rubbish are to be cleared and the training venue left in a clean and tidy state at the completion of each training session.

Inappropriate Conduct

LEXIS TRAINING considers the following as inappropriate conduct:

- Posing or presenting an unacceptable medical, physical or moral threat to the wellbeing of others
- Causing wilful damage to LEXIS TRAINING's and / or other participants' property
- Disruptive behaviour during training sessions, mentoring or assessment situations
- Discriminative action / behaviour toward another participant / trainer / staff member or a group in general
- Plagiarism – all work is to be the participants own
- Secretive use of aids or notes and information in an assessment situation (where the assessment criteria does not permit the use of such items and states this explicitly)
- Use or distribution of prohibited drugs

RECOGNITION PROCESS (RPL)

The Recognition Process (RPL) is designed to eliminate the burden of unnecessary work and facilitate an individual's progression through a qualification by recognising outcomes already achieved through other means of learning.

LEXIS TRAINING understands and acknowledges that, through a variety of work and life experiences, as well as formal and informal training, individuals may already possess the required skills and knowledge equivalent to the learning outcomes required in the units of competency within a qualification.

This is done through the process known as Recognition of Prior Learning (RPL).

On review of your chosen qualification, should you believe you may possess any of the prescribed competencies; an application for Recognition (RPL) can be completed. This application must be supported by sufficient evidence in order to be considered and assessed. Evidence supplied should be authentic, valid, current and accurate.

If your application includes the submission of certificates, academic transcripts and/or records of results, certified copies must be provided or original documents must be sighted by a LEXIS TRAINING assessor. Uncertified copies or un-sighted originals of Qualifications or Statements of Attainment will not be accepted as evidence.

In accordance with the National and State training regulatory authorities, all applications for RPL will be assessed based on the principles of fairness, flexibility, reliability and validity and to the same standard as other assessment for the applicable qualification.

If you wish to pursue the RPL process we encouraged you to discuss this with LEXIS TRAINING trainer prior to course commencement or to undertaking the formal application process.

CREDIT TRANSFER

LEXIS TRAINING is obliged to recognise VET qualifications and statements of attainment issued by any other RTO. If you have previously completed a unit(s) of competency from within the course you wish to enrol in, you may apply for a credit transfer.

Upon enrolling, you should contact the relevant campus to discuss and provide certified copies of any applicable certificates or statements of attainment. The relevant trainer/assessor will review the evidence provided and you will be notified of the outcome in writing via email.

Please note that unit(s) of competency code must match identically, the unit(s) of competency that you are applying for credit for under the current endorsed Training Package or accredited course, or be listed as 'equivalent' in the National Register (training.gov.au).

For example, a participant may have completed unit BSBCMM301A: Process customer complaints and is looking to gain credit transfer. The current version of this unit is BSBCMM301B: Process customer complaints. The unit code does not match identically however; the learning outcome is equivalent so in this case the participant would be eligible for credit transfer.

TRAINERS & ASSESSORS

LEXIS TRAINING ensures all its trainers and assessors are suitably qualified, possess extensive training and assessment experience, maintain industry currency, undertake regular and ongoing professional development, have participated in the relevant company induction and have a sound understanding of LEXIS TRAINING's training courses and services.

PARTICIPANT RECORDS

Your records are kept securely and in confidence in electronic and hard copy format on the LEXIS TRAINING network. Our database server is backed up daily and all hard copy records are kept in secure, lockable storage facilities.

You may, at any time, make a request for access to their records. You can arrange to view your personal records on campus, or can make a request for copies to be emailed or sent via post. All requests must be made in writing by completing the Participant Records Request Form. You can get a copy of this form by contacting the relevant LEXIS TRAINING campus or by emailing: LTTC@lexisenglish.com

A minimum of ten (10) working days should be allowed for processing. Please note there is no cost to view records on campus, however a fee of \$20.00 will apply if printed or emailed copies are required. In the instance that a fee applies, payment should accompany the Participant Records Request Form.

Please note that before LEXIS TRAINING can provide you with access to your personal information or records, proof of identity will be required.

To assist LEXIS TRAINING in maintaining up to date and accurate records, we recommend that you advise us of any change in your residential address, phone number, or other necessary personal information as soon as practicable.

You can authorise for other parties to view or update your records by giving your consent in writing.

PRIVACY POLICY

LEXIS TRAINING respects your right to privacy. It is our policy, in accordance with the Privacy Act, to protect any of your personal information that we collect or retain, and to use it for legitimate business purposes only.

Types of Information Held

The personal information we collect and hold depends on our relationship with you and we collect personal information from you only if it is reasonable and practical to do so. Types of information collected may include, but is not limited to such things as: your name, address, date of birth, telephone contact details, e-mail contact details, educational qualifications, occupation, nationality, country of birth, languages spoken, proposed education pathway, academic progress reports, incident reports, class attendance details.

While you generally do not have an obligation to provide any information to us, if you choose to withhold information that has been requested, LEXIS TRAINING may not be able to provide the services that depend on the collection of such information.

Use, Security and Disclosure of Personal Information

Personal information is used primarily for the purpose for which it was collected - to enable us to transact our business activities, to provide you with the services you require, or to provide you with information about our organisation.

LEXIS TRAINING takes appropriate measures to ensure that personal information is securely stored and protected from unauthorised use, disclosure, loss or alteration and that it is only accessed by authorised personnel who require the information for the performance of their duties.

Personal information may be disclosed to third parties, such as Australian Commonwealth and State agencies and various other organisations as required by law.

It is our policy to destroy or de-identify personal information when it is no longer required.

Accuracy of Personal Information

We take reasonable steps to ensure that the personal information we collect, use and disclose, is accurate and up-to-date. To assist us in this process, we recommend that you advise LEXIS TRAINING of any change in your residential address, phone number, or other necessary personal information as soon as practicable. Student visa holders are required to notify LEXIS TRAINING immediately of any changes to their contact information.

Access to Personal Information

Should you require access to your personal information, or have any concerns or questions relating to how this information is stored or managed, please contact the appropriate LEXIS TRAINING campus. Please be aware that in some instances, access may be denied for legal purposes. We reserve the right to charge a fee for the provision of your personal information.

WORK HEALTH & SAFETY POLICY

This policy applies to all staff, participants, and visitors of LEXIS TRAINING campuses. LEXIS TRAINING is dedicated to ensuring a safe and healthy work and learning environment. This includes a commitment to regular WH&S consultation with staff to provide exemplary WH&S management. Where relevant the policy should be read in conjunction with the Critical Incident Policy.

This policy is in accordance with the relevant legislation:

- Work Health and Safety Act 2011
- Work Health and Safety Regulations 2011

For you and visitors it is your responsibility to:

- Take reasonable care to ensure a healthy and safe working environment for yourself and those around you
- Comply with safe learning procedures
- Report any conditions you deem as unsafe or unhealthy by completing the WH&S Incident Form and handing it to the General Manager

ANTI DISCRIMINATION AND HARASSMENT PREVENTION POLICY

A Harassment-Free Environment

It is the policy of LEXIS TRAINING to ensure that all employees and participants are entitled to work in an environment free from harassment. As an employer, LEXIS TRAINING has the responsibility to provide a work environment which supports the productivity, personal goals, and self-esteem of every employee and participant.

LEXIS TRAINING will not tolerate behaviour in the workplace that is likely to undermine work relationships or productivity, or create an intimidating, hostile environment.

Harassment based on sex, race, colour, ancestry, place of origin, religion, marital status, family status, physical or mental disability, or sexual orientation are all considered discrimination and prohibited under legislation.

What is Harassment?

Harassment is any conduct, comment, gesture, or contact based on any of the prohibited grounds of discrimination that is likely to cause offence or humiliation to any person, or that might, on reasonable grounds, be perceived as placing a condition on employment or any opportunity for training or promotion.

Sexual harassment is unwelcome conduct of a sexual nature that has a negative effect on where you work, rent, or receive services. Sexual harassment can be verbal, physical, or by innuendo. "Unwelcome" attention includes any attention that a reasonable person would know is unwanted or unwelcome.

Harassment is a Serious Issue

Harassment by/of a LEXIS TRAINING employee or participant is a serious offence, subject to disciplinary action up to and including discharge, and will be treated accordingly by management.

To intentionally accuse someone of harassment, knowing it to be false, is a serious matter. If, following an investigation, an accusation of harassment is found to be intentionally false, then the false accusation will be considered harassment. The rights of a person accused of harassment must also be protected.

Complaint Guidelines

Employees or participants who believe they are being harassed should take the following steps to stop the harassment but may directly contact the Campus Manager or The General Manager at any time:

1. Make your disapproval and/or unease known to the harasser immediately.
2. Keep a written record of dates, times, places, the nature of the behaviour, and witnesses, if any.
3. If the harassment does not stop after you have spoken to the Campus Manager, you will have one or more of the following options:
 - To resolve the matter yourself
 - To request a member of management to speak informally with the Respondent
 - To request a member of management to promptly begin an informal investigation into the complaint
 - To request a formal investigation by an expert external to LEXIS TRAINING
 - To file a complaint with the appropriate authorities:
 - You will be told of all individuals who will be involved in the investigation process.
4. In all circumstances, an individual accused of harassment (Respondent) must be provided with the opportunity to fully explain themselves and to have those explanations properly considered.
5. The informal investigation will conclude with a resolution of the complaint through either a mutually acceptable resolution or disciplinary action up to and including discharge.

6. If you are not satisfied with the informal procedure, you can present the LEXIS TRAINING General Manager with a signed written complaint including names, dates, times, places, accounts of unwelcome behaviour, and the names of any possible witnesses to the harassment.

7. You may file a complaint with the Human Rights Statutory Commission at any time within one year of the last incident of harassment.

ACCESS AND EQUITY POLICY AND PROCEDURE

LEXIS TRAINING understands the importance of a supportive and inclusive working and learning environment and is committed to the principles of access and equity. Notwithstanding the requirements of the applicable accredited course, LEXIS TRAINING ensures non-discriminatory participant selection and accessibility of its services to all members of the community.

LEXIS TRAINING is dedicated to making sure that wherever possible its practices, policies and procedures are informed by the principles of access and equity and that all staff are equipped with the necessary knowledge, information and training to adhere to these principles.

LEXIS TRAINING acknowledges and complies with relevant State, Territory and Commonwealth legislation relating to workplace harassment, racial vilification, bullying, discrimination, equal opportunity and work health and safety. The list below is a sample of the legislation that should be considered in junction with this policy:

- Racial Discrimination Act 1975 (Clth)
- Human Rights and Equal Opportunity Commission Act 1986 (Clth)
- Disability Discrimination Act 1992 (Clth)
- Age Discrimination Act 2004 (Clth)
- Sex Discrimination Act 1984 (Clth)
- Anti-Discrimination Act 1991 (Qld)
- Anti- Discrimination Act 1977 (NSW)
- Equal Opportunity Act 1984 (WA)
- Vocational Education, Training and Employment Act 2000 (Qld)

Development of training and assessment strategies and supporting policies and procedures, involves the application of reasonable adjustments to accommodate the needs of people with a disability and those from a diverse range of cultural and linguistic backgrounds.

Should you identify specific language, literacy or numeracy needs or disability requirements, prior to course commencement, LEXIS TRAINING will endeavour to make reasonable adjustments to the training and assessment materials, or the physical environment, where practicable and possible, to support and assist you in successfully reaching your learning outcomes.

If, at any time during the course a you need to discuss concerns or difficulties regarding your ability to complete or undertake particular activities or assessment, attend required classes or outlines any other issue pertinent to your study, you should firstly discuss this matter with your trainer. From here the

trainer will then be able to take the necessary steps to identify potential learning barriers and inform you on how LEXIS TRAINING can support you and also seek the cooperation of other relevant LEXIS TRAINING staff members in implementing the required adjustments.

Whilst LEXIS TRAINING can make reasonable adjustments to the ways in which evidence is collected, these adjustments must not compromise or alter the evidence criteria for making decisions on whether you are deemed competent or not yet competent. The expected standards must remain the same irrespective of who is being assessed.

APPEALS AND REASSESSMENT POLICY

An appeal for reassessment would most commonly be made if you believe the assessment is invalid, that the process is invalid, unfair or inappropriate, or that you have been disadvantaged in some way.

Should you feel you have been unfairly assessed or wish to have an assessment judgement reviewed, you must first discuss the matter with your trainer. If, after this initial discussion, you wish to move forward with a formal appeal, you can make an application for reassessment using the Assessment Appeals Form.

The Assessment Appeals Form must be completed and received by LEXIS TRAINING no later than seven (7) working days after completion of the assessment. All appeals for reassessment are dealt with fairly and impartially by the Training Manager.

The Training Manager will review your reason for the request for reassessment and if the appeal is proven, the necessary arrangements will be made for reassessment which will be carried out by the Training Manager, unless they were the original trainer. Otherwise, the reassessment will be conducted by another LEXIS TRAINING trainer or an independent expert.

You will be notified of the outcome of your appeal in writing. This correspondence, as well as records of any communication regarding the appeal and the Assessment Appeals Form will be kept in your file and Complaints Register.

Should you be unhappy with the result, a further appeal using the Complaints and Appeals Form is suggested. The appeal for reassessment will then be dealt with under the Complaints and Appeals policy (as outlined below).

If you remain dissatisfied with the outcome, after escalation through the Complaints and Appeals process, you should register an appeal with the relevant State or Territory training authority (Overseas Student Ombudsman)

An Assessment Appeals Form is included at the end of the Participant Handbook however you may request a copy from your trainer or a member of the LEXIS TRAINING staff.

COMPLAINTS AND APPEALS POLICY

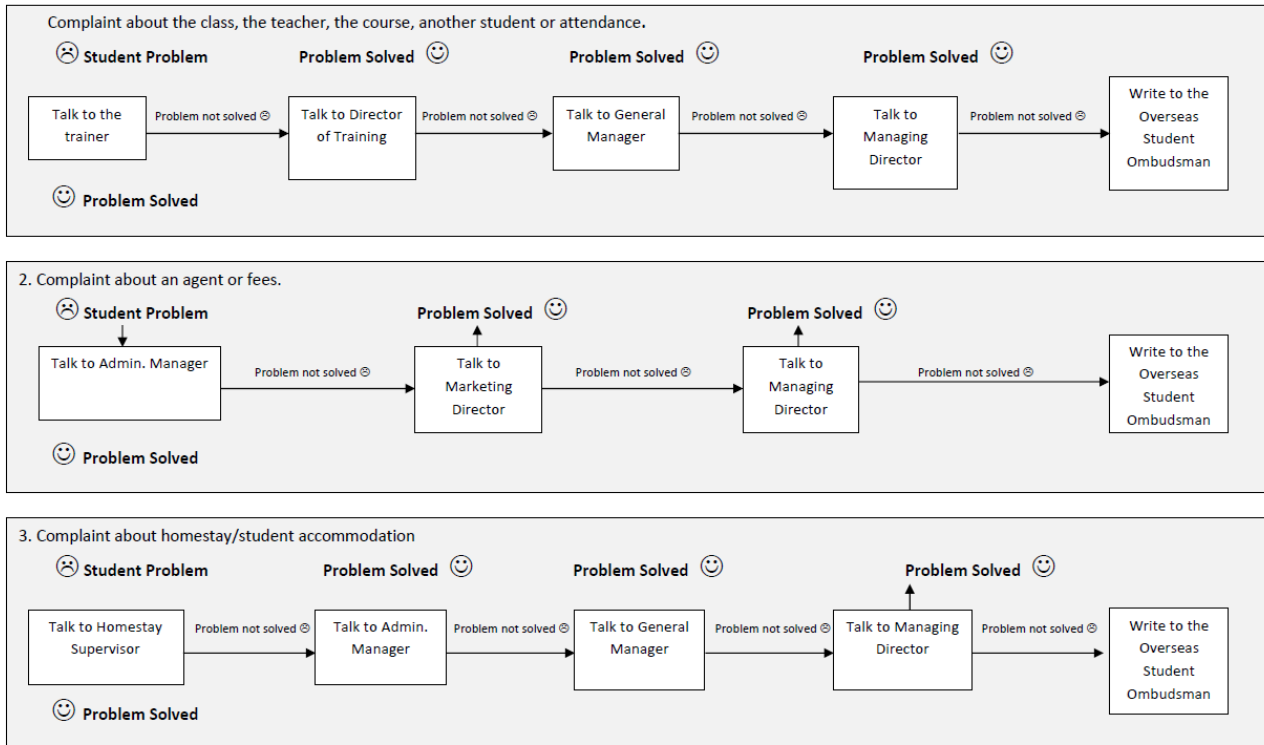
LEXIS TRAINING recognises your right to lodge complaints and appeals in relation to your enrolment and study. You should have been made aware of the Complaints and Appeals Policy as outlined here in the Participant Handbook, prior to enrolment. LEXIS TRAINING policy on complaints is:

- All complaints should be submitted in writing by completing the Complaint and Appeal Form (included at the end of the Participant Handbook); this form can also be requested by contacting LEXIS TRAINING via telephone or email.
- Participant complaints must be taken seriously, dealt with confidentially in a fair and equitable manner and be referred to the appropriate personnel for processing and action.
- Where possible, complaints will be dealt with in a face-to-face situation and during all stages of the procedure; points of discussion and outcomes must be documented and signed by both parties.
- Both parties have the right to have assistance from a support person.
- During interviews with the General Manager, a second LEXIS TRAINING staff member must be present to record minutes of the interview.
- All formal complaints/appeals must be handled in a timely manner, with processing to commence no later than 10 days from receipt of the complaint/appeal. The internal complaints and appeals process should be completed within 20 working days from the commencement date.
- On completion of the internal process, the participant must be provided with a written statement of the outcome, noting details and reasons contributing to the outcome.
- Should a participant be dissatisfied with the outcome of the internal process they must be advised of their right to request implementation of the formal external appeals process, where an independent mediator will investigate the complaint or appeal.
- LEXIS TRAINING staff must provide assistance to participants wishing to access this process.
- The participant must continue to attend classes during the entire complaints/appeals process and must not be subject to discrimination or exclusion
- Where the internal or external complaints/appeals process results in a decision supporting the participant, LEXIS TRAINING will immediately implement any decisions or actions required as a result of the initial complaint/appeals outcome.
- Participants may also seek legal redress through the usual court processes if they feel unsatisfied. This agreement, and the availability of complaints and appeals processes, does not remove the right of the participant to take action under Australia's consumer protection laws.

Any complaint documented through the formal process is logged in the LEXIS TRAINING Complaints and Appeals Register and if an opportunity for improvement in the services provided or policies and procedures developed by LEXIS TRAINING is identified as a result, this is recorded in the Continuous Improvement Register for consideration and implementation.

Complaints and Appeals Process- Students Complaints

The nature of a student's grievance will determine who is best to assist. The diagram below indicates the first person to be advised if a student has a particular complaint. If a complaint is not settled after discussion with the first person on the diagram, they may continue on until the problem is resolved. At any stage, a support person may attend discussions. If a complaint cannot be settled within the College, or if they are concerned about the conduct of the College, students may contact the **Overseas Student Ombudsman** (www.oso.gov.au). Students must continue to attend classes at all stages of the appeals process.



SUPPORT AND ASSISTANCE

LEXIS TRAINING is dedicated to supporting you to achieve your learning goals. Should you require assistance with any administrative related issues please contact the applicable campus or email: LTTC@Lexisenglish.com

For training and assessment support, you should contact your trainer/assessor. If you have any specific learning needs or are experiencing any difficulties that may be interfering with your studies, it is advised that you inform your trainer/assessor as soon as practicable so that suitable assistance can be made.

ISSUING CERTIFICATES

Upon successful completion of a nationally recognised accredited course or unit/s of competency, you will be awarded either a statement of attainment or testamur (qualification).

Statement of Attainment

A Statement of Attainment is awarded to you if you have partially completed a program of learning that leads to an AQF qualification. This Statement of Attainment will detail the unit/s of competency achieved and is nationally recognised.

Testamur

When you achieve all units of competency for a program of learning that leads to the award of an AQF qualification you will receive a testamur and a record of results. This Certificate is nationally recognised. Upon successful completion of a non-accredited course, you will be awarded with a statement of attendance.

You are entitled to receive your certification within a reasonable timeframe of completion. LEXIS TRAINING has determined this timeframe as being a period of 21 days following successful completion of all required assessment.

RE-ISSUE OF CERTIFICATES

LEXIS TRAINING is required to keep participant records of attainment of units of competency and qualifications for a period of thirty (30) years.

In the case that you have lost or misplaced the certification documentation issued by LEXIS TRAINING, a replacement testamur and record of results and/or statement of attainment can be issued upon request.

Request for the re-issue/replacement of certification documentation must be received by LEXIS TRAINING in writing. The request should outline the reason for re-issue, along with any supporting evidence (proof of identity). LEXIS TRAINING must be able to verify your identity before the replacement certification can be issued. The date of issue will remain as per the original date on any replacement certification.

Re-issue of certification documentation will incur a fee of \$35.00.

FEEDBACK

Feedback is crucial to ensure that the best possible quality of training outcomes is maintained and is essential for the process of continuous improvement and in ensuring that LEXIS TRAINING meets its requirements in providing and reporting Quality Indicator (QI) data to the National VET Regulator on an annual basis.

LEXIS TRAINING welcomes feedback from participants at any time and conducts formal feedback at the conclusion of all of its training programs via learner and employer questionnaires.

Information gathered from the formal feedback process is reviewed by the Training Manager at the conclusion of each course and the feedback provided is used for the purposes of improving policies and procedures and in the moderation and validation process for training and assessment strategies.

All formal feedback questionnaires are kept on record in both an electronic and hard copy format.

ASSESSMENT APPEAL FORM

In accordance with LEXIS TRAINING's Appeals and Reassessment Policy, should you wish to make a request for reassessment please complete this form and submit it via one of the following options;

1. In person
2. Email: LTTC@lexisenglish.com
3. Fax: as per the applicable campus fax number

Full name: _____

Address: _____

Post code: _____ Email: _____

Phone: _____ Mobile: _____

Location of course undertaken: _____

Name of course undertaken: _____

Name of Trainer/Assessor: _____

Assessment item you are requesting for reassessment:

Reason why you are requesting reassessment:

Signature: _____ Date: _____

OFFICE USE ONLY	
Received by	
Date received	
Referred to	
Signature	

COMPLAINT AND APPEAL FORM

In accordance with LEXIS TRAINING's Complaints and Appeals Policy, should you wish to make a complaint or appeal regarding our courses, staff or any related services, please complete this form and submit it via one of the following options;

1. In person
2. Email: LTTTC@lexisenglish.com
3. Fax: as per the applicable campus fax number

Full name: _____

Address: _____ Post code: _____

Email: _____ Phone: _____ Mobile: _____

Location of course undertaken: _____

Name of course undertaken: _____

Time and date of reported incident: _____

Nature of the complaint: _____

Description of incident: _____

Name/s of person/s involved (if relevant and/or known): _____

The outcome/action/resolution sought: _____

Signature: _____ Date: _____

OFFICE USE ONLY	
Received by	
Date received	
Referred to	
Follow up Action Sought	
Signature	