



Language Training Institute

L a n g u a g e T e a c h i n g a n d T e a c h e r T r a i n i n g

Language Training Institute is a Division of Universal Education and Training Ltd

STUDENT HANDBOOK

Last Updated: 6th of April, 2011

Postal Address:	PO Box 1061, Nambour, 4560
Phone (within Australia):	1300 660 809
Phone (Internationally):	+61 7 5442 3511
Facsimile:	+61 7 5442 3599
Email:	admin@lti.edu.au
Website:	www.lti.edu.au

CONTENTS

Introduction	4
Communication.....	4
RTO Responsibility	5
Feedback to LTI	5
Access, Equity, Client selection, enrolment and orientation procedures.....	6
Access and Equity.....	6
Client selection.....	6
Enrolment procedure.....	6
Orientation procedures	6
Face to Face Delivery	6
Distance Education	6
Course information	7
Course content.....	7
vocational outcomes.....	7
Entry Requirements	7
Assessment Procedure.....	7
Competency Based Training and Assessment	7
Recognition of Prior Learning (RPL)	8
Recognition of Qualifications Issued by Other RTOs	8
Recognition of Prior Learning (RPL)	8
Competence of Our Staff	9
Partnership Agreements	9
Student Support Services.....	10
Language, literacy and numeracy support.....	10
Flexible learning.....	10
Welfare and guidance services	10
Student Disability Support	11
Student Conduct Policy.....	12
Change of Details	12
Plagiarism.....	12
Behaviour Policy.....	12
Withdrawal from a course	13
Domestic Students	13
International Students	13
Occupational Health and Safety (OHS)	14
Computer Facilities	14
Electrical Equipment	14

Fire Safety	14
First Aid	14
Lifting	14
Work And Study Areas	14
Financial Policies	15
Course Fees.....	15
Payment and Refund Policy	15
LTI’s Financial Management Procedures	15
Certification of Accounts.....	15
Provider Default.....	15
Appeals, complaints and grievance procedures	17
Purpose	17
Complaints against another student.....	17
Informal complaints resolution.....	17
Formal complaints handling procedure.....	17
External appeals process.....	18
Records Management.....	20
Procedures to Ensure the Integrity, Accuracy & Currency of Records	20
Retention of Records	20
Up-to-Date Records of Enrolments & Participation	20
Issuing of Qualifications	21
Issuing of Certificates & Competency Transcripts	21
Statement of Attainment.....	21
Reissuing of Certificate & Competency Transcript or Statement of Attainment	21

INTRODUCTION

Firstly, you need to be aware that we do have policies about most things. These policies give us guidelines for our operation and help ensure that we maintain satisfactory standards in every area. Furthermore the Government authorities who supervise training require us to have policies that they consider to comply with good training and organisational practice.

If you don't know what the policy regarding an issue is, you can just ask. Some of the policies we have are not of interest to most Students e.g. because they relate to internal or staff issues. So we try to provide Students with what is most relevant to them.

We have policies about the following:

- Customer complaints, grievances and appeals
- Risk identification and management
- Continuous improvement
- Administrative and records management
- Financial management, including refund policies and systems to protect fees paid in advance
- Recognition of qualifications issued by other RTOs
- Access and equity
- Client selection, enrolment and induction/orientation
- Staff recruitment, induction and ongoing professional development
- Competence in delivery and assessment
- Strategies for learning and assessment

We try to ensure that all our staff and training partners are familiar with what our policies are. However, if you find that the staff you are dealing with don't know (or haven't found out for you) please contact our International Office on the Sunshine Coast in Queensland. Contact details are available at: <http://www.lti.edu.au/contact-us.html>

COMMUNICATION

As with most organisations, different staff have different responsibilities. You will find that there is someone to help you with any particular difficulty you have. The department contacts are listed below:

Department	Email	Phone
Administration	admin@lti.edu.au	1300 660 809
Accounts	accounts_admin@unet.org.au	
Training/Compliance	daria.t@lti.edu.au	

It is vital that lines of communication remain open between you, your trainer and whoever it is that you need to contact.

Having access to the internet is one very useful means of communication. Emails can be sent and received at any time of the night and day. You'd be surprised to know the hours that some of our staff work – just check the time recorded in the properties of the emails we send and you'll see for yourself!

Apart from using the internet for emailing, our website will usually contain relevant, up-to-date information that will help you in the training process.

When calling by phone, don't be surprised if you have to leave a message on the voice mail service. Just leave a time and number for us to get back to you. It may be easier for us to call you in the evening after business hours. Just give us a couple of options and we'll do our best to fit in with you.

If you don't have access to the internet, just let us know. We still know how to "lick and stick" a stamp.

If you like the person-to-person approach, just phone to make a time and we'll do our best to see you when we can.

Whatever happens, we'll try our best to communicate with you via the surest and most appropriate means of communication that suits you.

RTO RESPONSIBILITY

The person ultimately responsible for the training provided by this organisation is the Chief Executive Officer (CEO), Paul Truasheim. If you ever have to go "right to the top", you may ask to speak to the CEO. Paul should be able to assist you, or direct you to the right person.

The CEO is ultimately responsible for the operation of this Registered Training Organisation (RTO). The CEO has a responsibility to ensure that everyone in the organisation knows what they should be doing, and is doing it well! The CEO is accountable to the Government Training Authorities for the operation of the organisation.

As an RTO, we are required to make sure that we can follow through on the delivery of our responsibilities with respect to training.

That means that we must continually watch out for potential hindrances to this being accomplished. In fact, we regularly do Risk Assessments to check that we are aware of potential difficulties that might affect the delivery of high quality training.

By assessing and managing risk, we foster success.

We invite you to contribute to this process. If you are aware of anything that might potentially hinder the delivery of our training, please let us know.

FEEDBACK TO LTI

Our staff are there to do their best to work with you to make your training experience exceptional. If you think you can help us do our job better please let us know how. A bit of feedback is always welcome.

As a valued judge of our performance in training, you will be formally invited to give us feedback. Generally, this will occur on at least two (2) occasions:

1. Sometime near the middle of the Course
2. At the end of the Course

Usually you will be invited to complete written Feedback Forms provided to you by the Trainer. If this is not occurring, we encourage you to ask for this to occur as a reminder to the Trainer.

In addition to this, we invite you to provide us with feedback anytime through our website at: <http://www.lti.edu.au/feedback-to-lti.html>

If it appears to you that your feedback is not being responded to appropriately, we invite you to approach one of our Staff or Training Partners to speak openly about the situation. If you don't feel that you are being listened to, you can formally register your feedback with our International Office. Naturally, we hope that you have lots of good feedback for us. Our Staff and Trainers appreciate your encouragement too.

ACCESS, EQUITY, CLIENT SELECTION, ENROLMENT AND ORIENTATION PROCEDURES

ACCESS AND EQUITY

LTi is committed to meeting the needs of the individual Students and the community as a whole, through the integration of access and equity guidelines.

LTi will ensure that equity principles for all, regardless of race, gender, age, social or educational background or any disability that may be present are implemented through fair allocation of resources (including human resources) and the right to equality of opportunity without discrimination.

LTi will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age (recognising of course the minimum age), social or educational background or disability.

CLIENT SELECTION

Please see <http://www.lti.edu.au/entry-requirements.html> for information regarding the selection of students.

ENROLMENT PROCEDURE

1. Students are to read the [pre-enrolment information](#)
2. The student then fills in the enrolment form and attaches evidence of their English Proficiency (*see Entry Requirements for more information*)
3. The student then needs to submit the enrolment form either electronically by fax or scan & email or via post
4. Once LTi receives your enrolment form, a staff member will check that you meet the entry requirements. If needed, additional documentation or an interview (phone or face to face) may be requested.
5. When it is confirmed that you meet the entry requirements you deposit or upfront payment will be processed
6. Upon receiving payment LTi will enrol you in your selected course and confirm your enrolment in writing
7. On the first day of class the student will be given their course materials. Distance students will be allocated a distance trainer upon enrolment and will be posted their course materials.

ORIENTATION PROCEDURES

FACE TO FACE DELIVERY

During the first session of the course trainers will go through an Orientation Checklist to ensure you are informed verbally about your trainers, facilities, RTO, course content and requirements, assessment requirements, your responsibilities and hours of involvement. This information is also found at: www.lti.edu.au

DISTANCE EDUCATION

During the first contact with you, your allocated trainer will go through an Orientation Checklist to ensure you are informed verbally about your trainer, RTO, course content and requirements, assessment requirements, your responsibilities and hours of involvement. This information is also found at: www.lti.edu.au

COURSE INFORMATION

We reserve the right to make changes where necessary to timetables, delivery sequence, training hours and other details beyond our control that may affect study schedules. Students will be advised through email of any proposed changes.

COURSE CONTENT

Please see <http://www.lti.edu.au/course-content.html> for information regarding the course content

VOCATIONAL OUTCOMES

Please see <http://www.lti.edu.au/course-outcomes.html> for information regarding the vocation outcomes

ENTRY REQUIREMENTS

Please see <http://www.lti.edu.au/entry-requirements.html> for information regarding the entry requirements.

ASSESSMENT PROCEDURE

Our training and assessment procedures are flexible and take into account learner needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

This means that training and assessment you receive with us is in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

COMPETENCY BASED TRAINING AND ASSESSMENT

All programs delivered by this RTO are assessed under the “Principles of Competency Based Training”.

You will be assessed formatively over the course, which means you will be assessed as you progress through the course. Your trainer will provide you with guidance on how to complete the assessment items and feedback on your assessment items throughout the program.

The assessment you will be undertaking is competency based. The aim of Competency Based Training is to assess the Student’s ability to *do* the activities in each unit therefore assessment is based on your demonstration of practical skills. Your Assessor will assess your competence (ability) in each unit. You will receive an assessment of ‘competent’ (C) or ‘not yet competent’ (NYC). If you are graded NYC you will be given another opportunity for reassessment and feedback on areas needing improvement will be provided. If you feel that you have been unfairly assessed you may appeal the decision and another assessor will grade the assessment item. The other assessor’s grade will be final.

A Unit of Competence (Competency) includes the skills, knowledge and attitudes that are required to complete a task in a work environment. When you are being assessed on these tasks you will be required to perform them to the level required in the appropriate environment.

All assessment results are recorded. Students will be notified of results in each assessment and have access to their assessment records through their Trainer or the RTO office.

You need to be assessed as competent in all of the units in the Certificate IV in TESOL or TESOL Preparation Program to be awarded the appropriate Certificate or Statement of Attainment.

If during your studies you have an individual need which arises, please speak with your trainer as soon as possible. Your trainer will take reasonable measures to help assist you with your learning. If needed the assessment, learning plan or assessment timeline may be reasonably adjusted.

RECOGNITION OF PRIOR LEARNING (RPL)

RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTOs

If you've participated in or completed accredited training at another RTO, and have a qualification or Statement of Attainment to show us, we will recognise the validity that training.

If this proves that you have achieved some of the units of competency within the Course you are going to do with us, we will give you direct credit where it applies. There will be a small administration fee to cover checking and recording the results of your previous training.

RECOGNITION OF PRIOR LEARNING (RPL)

Recognition of Prior Learning (RPL) is the formal acknowledgment of skills, knowledge and attitudes (elements of competencies) obtained through formal and informal training, study, work and life experience.

RPL can be given where formal study in a previously completed course has lead to a person demonstrating the same competencies as will be developed by doing another Course.

RPL can also be given where a person **has evidence** that competencies have been developed in situations outside the classroom e.g .at work, or by observation, reading or working as a volunteer in sporting, church or community based organisations.

All students have the opportunity and access to Recognition of Prior Learning (RPL). RPL can be undertaken at any time during the learning process. We will follow our assessment policy when developing assessment for RPL.

Further information about RPL, how to apply for RPL, how much RPL you can apply for, what sort of evidence you need etc. can be found at: <http://www.lti.edu.au/recognition-of-prior-learning.html>

COMPETENCE OF OUR STAFF

All Trainers responsible for the delivery of training and assessment of your performance are qualified and experienced. They hold the required training qualifications, in the area in which they are training and assessing.

Sometimes, less qualified but experienced personnel who have much to offer in a particular field of expertise, may be partnered with our qualified and experienced Trainers. In this case, the qualified and experienced Trainer is ultimately responsible for the official delivery and assessment provided.

We believe that great people are the key to great training. We are sure that your trainers will do a great job for you.

PARTNERSHIP AGREEMENTS

As a Registered Training Organisation, we sometimes partner with other organisations or individuals who have experience or qualifications in a particular area of training.

We always have a written agreement with our Training Partners. This will specify how each party to the agreement will discharge its responsibilities for compliance with the *Standards for Registered Training Organisations*.

As a Student, you should benefit greatly from the combined strengths of our Training experience, and the expertise and professionalism of our Training Partners.

Our Training Partners may be involved in the administration, delivery, and assessment of training. However, at the end of the day, we are the Registered Training Organisation that is in the position of overall responsibility with the Nationally Recognised Training you are undertaking. Our Training Partners are obligated by our agreement to comply with our Policies and Procedures.

We think our Training Partners are a great asset. We hope you do too. Once again, your feedback is not only welcome, but encouraged!

STUDENT SUPPORT SERVICES

We have an open door policy for students to access our support services. Support services are not restricted to academic support they also include welfare support and or counselling. You can approach the Training Administrator and or the Student Contact Officer at any time during office hours.

Student support services available:

- Information on our web-site
- Pre-course information sessions
- Delivery options in learning
- Training needs analysis

Student support services available by request:

- RPL assessment
- Guidance on career options
- Option for one on one distance tutoring and/or study groups
- Course Progress Reports

LANGUAGE, LITERACY AND NUMERACY SUPPORT

Language, literacy and numeracy programs for adults are available at a range of training organisations throughout Australia, including:

- TAFE institutes;
- community training organisations;
- private training organisations.

These programs may be delivered as one-to-one tuition with a volunteer tutor, in open learning centres, in small groups/classes, or as distance training. Students with language, literacy and numeracy difficulties will be directed to one or more of the above organisations.

FLEXIBLE LEARNING

LTI makes its Certificate IV in TESOL and TESOL Preparation Program available to all students via distance education/flexible delivery.

WELFARE AND GUIDANCE SERVICES

Welfare and guidance services available:

- Occupational Health and Safety information

Welfare and guidance services available by request:

- Recommendations for counselling services
- Review of payment schedules
- Learning pathways and possible RPL & RCC opportunities
- Provision for special learning needs
- Provision for special cultural and religious needs
- Provision for special dietary needs
- Accommodation issues

It is the policy of LTI not to get involved in counselling matters that do not relate to a student's studies. However we do recognize that students may at sometime need personal counselling to resolve a situation.

In such a case, the student will be referred to his or her pastor or the superintendent of the student's organisation or they will be directed to professional counselling service such as Christian Counsellors Association Australia <http://www.ccaa.net.au/> Life Line, Relationship Australia and Salvation Army Counselling services

STUDENT DISABILITY SUPPORT

Students with disabilities are asked to make their particular needs known to LTI staff either at their initial interview or on the enrolment form, so that every effort can be made to accommodate these needs.

Students with disabilities will be directed to one or more of the following:

- Disability Services and Information of their major city
- Disability Services and Information of their closet TAFE College
- Salvation Army Counselling services
- Disability Services Australia
- Better Hearing Australia (Victoria) Inc
- Australian Federation of Disability Organisations (AFDO)

If requested LTI will provide learning materials in alternative formats, for example, in large print.

STUDENT CONDUCT POLICY

CHANGE OF DETAILS

It is your responsibility to notify LTI in writing of any change to your contact details including; postal address, email address, daytime contact number or mobile phone number. This can be done by filling in the Change of Details form at: www.lti.edu.au/change-of-details.html

PLAGIARISM

We will not tolerate deliberate attempts at plagiarism. It is regarded as a serious act of academic misconduct.

Plagiarism is defined as:

- Word for word copying of sentences or whole paragraphs from one or more sources or presenting of substantial extracts from books, articles, and other published material without clearly indicating their origin.
- Submission of another student's work in whole or in part as though it was your own work.
- Submission of work written by someone else and submitting that work on your behalf.

BEHAVIOUR POLICY

To ensure all learners receive equal opportunities and gain the maximum from their time with us, these rules apply to all people that attend any of our sessions. Any person/s who displays dysfunctional or disruptive behaviour may be suspended and or enrolment cancelled.

In any event the student will be notified in writing of our intention to suspend and or cancel enrolment.

Dysfunctional behaviour may include and is not limited to:

- Continuous interruptions to the trainer while he/she is delivering the course content
- Smoking in non-smoking areas
- Attending classes under the influence of drugs and or alcohol
- Being disrespectful to other participants
- Harassment by using offensive language
- Sexual harassment
- Acting in an unsafe manner that places others and themselves at risk
- Continued absence on a regular basis without notification
- Deliberate and wilful damage to another student's property and or the school's property
- Bullying of students and staff whether physically, verbally and or electronically
- Verbal and physical abuse towards students and staff

Any person who receives written notification of suspension and or has their enrolment cancelled has the right of appeal through our internal complaints and appeals process.

The student has 20 working days from the date of notification in which to lodge a written appeal through our internal complaints and appeals process. Written notification must be lodged with the Training Administrator.

If the student is unhappy with the outcome of the internal appeals process they have the right to make an appeal using the external processes.

The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.

Cancellation of enrolment will be recorded on PRISMS

WITHDRAWAL FROM A COURSE

All notification of withdrawal from a course, or applications for refunds, must be made in writing and submitted to the Training Administrator.

If the student does not provide written notice of withdrawal before course completion, refunds will be calculated as per the payment and refund policy.

DOMESTIC STUDENTS

Students are responsible for ensuring they maintain the terms and conditions of their enrolment by adhering to the schools policies, procedures, behaviour policy, course progress and or attendance policies and procedures. Students have a responsibility to ensure they successfully complete their studies within the expected duration of the Confirmation of enrolment.

INTERNATIONAL STUDENTS

International students are responsible for ensuring they maintain the conditions of their visa and abide by the schools policies, procedures, behaviour policy, and course progress and or attendance policies and procedures. Students have a responsibility to ensure they successfully complete their studies and within the duration of the Confirmation of enrolment.

OCCUPATIONAL HEALTH AND SAFETY (OHS)

COMPUTER FACILITIES

Extended periods of work with computers can result in general fatigue and eyestrain, whilst repetitive tasks and incorrect posture will result in consistent aches and pains. Consequently current OHS guidelines indicate that people working for long periods at computers should:

- Organise their work so as to allow a five to ten minute rest every hour. This rest should include a change of position and stretching exercises as appropriate.
- Improve posture by adjusting chair height so that the operator's feet are comfortably placed on the floor (or footrest) and your arms are at an approximately 90-degree angle.
- Position the screen to avoid reflection from lights and windows and at a suitable distance so that it can be easily read.

ELECTRICAL EQUIPMENT

Appropriately licensed or trained personnel only should perform any maintenance or repair work on electrical equipment. E.g. Students should not offer to do any task related to fixing electrical equipment such as overhead projectors etc.

FIRE SAFETY

We will undertake to communicate the procedures involved in evacuation and the location of fire equipment to Students during orientation at each training facility for each course; and to users of the office at least twice each year.

All users of a Training Facility need to be familiar with the location of all EXITS and fire extinguishers. Please consult available maps to determine location. It is the Staff & Students' responsibility to understand fire drill procedures displayed around the premises. Staff & Students are asked to attend any instruction on the use of fire devices.

FIRST AID

- First aid facilities are available where training is delivered.
- All accidents must be reported to staff
- The accident and any aid administered must be recorded by staff involved

LIFTING

Students are encouraged not to lift anything related to the training provided by this organization unless they do so voluntarily and take all responsibility for any injury caused

- Never attempt to lift anything that is beyond your capacity.
- Always bend your knees and keep your back straight when picking up items
- If you have experienced back problems in the past do not attempt to lift heavy objects or persons. Ask someone else to do it for you.

WORK AND STUDY AREAS

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that kitchen bench spaces are left clean and tidy and that all dishes are washed.
- Do not sit or climb on any desks or tables.

FINANCIAL POLICIES

COURSE FEES

Information about course fees is available at www.lti.edu.au

Please see the applicable class location for fee information specific to that location.

Please see the distance education page for fee information specific to distance education.

Please see the Recognition of Prior Learning page for fee information specific to Recognition of Prior Learning.

If there are any changes to be made to tuition and course related fees this will not be passed onto students who have already enrolled and or commenced training, however it will affect potential students. Any changes to course-related fees will take effect within two weeks of notifying potential students who may be affected. Information regarding these changes will occur well in advance through mail out, student notice board and our website.

PAYMENT AND REFUND POLICY

Please see <http://www.lti.edu.au/payment-and-refund-policy.html> for information regarding the payment and refund policy.

LTI'S FINANCIAL MANAGEMENT PROCEDURES

LTI has effective financial management procedures in place in line with the organisation's scope of registration and scale of operations.

CERTIFICATION OF ACCOUNTS

Our RTO's accounts are audited at least annually, by a qualified accountant with membership of Certified Practising Accountants of Australia. The report will be made available, on request, to the Government Registering Body.

PROVIDER DEFAULT

In the unlikely event that Language Training Institute is unable to deliver your course in full, you will be offered a partial refund calculated by the training you have received to date. The refund will be paid to you within 2 weeks of the day on which the course ceased being provided. Alternatively, you may be offered enrolment in an alternative course by Language Training Institute at no extra cost to you.

You have the right to choose whether you would prefer a full refund of course fees, or to accept a place in another course. If you choose placement in another course, we will ask you to sign a document to indicate that you accept the placement.

If Language Training Institute is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme (TAS) will place you in a suitable alternative course at no extra cost to you.

If another provider is unable to provide a refund or place you in an alternative course our Tuition Assurance Scheme will place you in a suitable alternative course at no extra cost to you finally, if the TAS cannot place you in a suitable alternative course, the ESOS Assurance Fund Manager will attempt to place you in a suitable alternative course or, if this is not possible, you will be eligible for a refund as calculated by the Fund Manager.

If a student has enrolment cancelled due to misbehaviour or breach of enrolment then no refund will be given for fees paid.

This agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws.

'The registered provider's dispute resolution processes do not circumscribe the student's rights to pursue other legal remedies.'

Course money – includes tuition fees, any amount received by the Language Training Institute for Overseas Student Health Cover (OSHC) and any other amount the student has to pay in order to undertake the course.

APPEALS, COMPLAINTS AND GRIEVANCE PROCEDURES

PURPOSE

The purpose of Language Training Institute complaints and appeals policy is to provide a student with the opportunity to access procedures to facilitate the resolution of a dispute or complaint.

The internal complaints and appeals processes are conciliatory and non legal.

No charge or fee of any kind is applied to any appeal of Assessment or any other matter.

COMPLAINTS AGAINST ANOTHER STUDENT

Grievances brought by a student against another student will be dealt with under the RTO's behaviour policy

INFORMAL COMPLAINTS RESOLUTION

In the first instance, Language Training Institute requests there is an attempt to informally resolve the issue through mediation/informal resolution of the complaint. Students should contact Administration in the first instance to attempt mediation/informal resolution of the complaint. If the matter cannot be resolved through mediation, the matter will be referred to the Training Administrator at Language Training Institute and the internal formal complaints and appeals handling procedure will be followed.

In the case of a complaint by a learner regarding assessment or any other issue relating to the Training provided, this policy allows for the following:

- Students need to feel free to discuss any issues about any Course related matter with any Staff Member they think will be able to assist in resolving the issue. If the issue can be resolved in initial discussions, no action is required.
- In the case of Assessment Issues, the student should first approach the Trainer/Assessor conducting the Assessment. If the issue cannot be resolved informally in these initial discussions, the student should contact the LTI Training Administrator. The learner will be advised of the option of submitting a formal written complaint by completing a **Formal Complaint Form**.

FORMAL COMPLAINTS HANDLING PROCEDURE

The process of this grievance procedure is confidential and any complaints or appeals are a matter between the parties concerned and those directly involved in the complaints handling process. The process is as follows:

1. The student must notify the RTO of the nature and details of the complaint or appeal by completing a **Formal Complaint Form**. This form is to be lodged with the Training Administrator
 - a. Where the internal complaints and appeals process is being accessed because the student has received notice by the Language Training Institute of the intention to report him/her for unsatisfactory course attendance, unsatisfactory course progress or suspension or cancellation of enrolment, the student has 20 days from the date of notification in which to lodge a written appeal.
 - b. Internal complaints and appeals processes are available to students at no cost.
2. The formal grievance process will commence within 10 working days of the lodgement of the complaint or appeal with the Training Administrator
3. An LTI staff member will be assigned to handle the complaint
4. Language Training Institute undertakes to finalise all grievance procedures within 10 working days from the commencement of the grievance process. For the duration of the appeals

process, the student is required to maintain enrolment and attendance at all classes as normal.

5. Each complainant has the opportunity to present his/her case to the assigned person
 - a. If the complaint requires a face to face meeting, the student(s) may be accompanied and assisted by a support person as defined under section 6 (Definitions) of our policy and procedure to all relevant meetings. Meetings will be minuted and each party will be required to sign the minutes at the end of the meeting. A copy of the minutes from the meeting will be kept on our file and a copy on the students file.
6. Once the assigned person has come to a decision regarding the complaint or appeal, the student will be informed in writing of the outcome and the reasons for the outcome and or action to be taken. Ultimately, the CEO will then be responsible to ensure that either the aggrieved person is now satisfied, or to communicate the organisation's position on the situation.
7. The assigned person or CEO will ensure that a record of the resolution, or attempted resolution, is attached to the **Formal Complaint Form**. and a copy will be kept on in the students file.
8. If the complaint is significant or a similar complaint has been repetitively made, the assigned person will make a recommendation to the CEO to implement an improvement. Language Training Institute will immediately implement and any corrective and preventative action required if the CEO finds it necessary to do so.
9. If the student feels that the matter is still not satisfactorily resolved then the trainee will be referred to external organizations of appeal (e.g. Anti-discrimination Board, DET complaints). Students may contact the Chief Executive of the Department of Education and the Arts, if the student is concerned about the conduct of Language Training Institute during the grievance process; and The Chief Executive may, under part 2, division 2 of the Education (Overseas Students) Act 1996, suspend or cancel the registration of a provider or course; and The dispute resolution process described in the policy does not prevent an overseas student from exercising their rights to other legal remedies.

EXTERNAL APPEALS PROCESS

If the internal complaints procedure does not find in favour of the student or the student is dissatisfied with the result of the internal complaints procedure, he/she will be informed of the external complaints and appeals process available to them at their own cost.

In the case where a student's complaint or appeal is to be heard formally by an independent person(s) external to our organisation the student will have the opportunity to present their case. The independent person(s) will usually be:

1. Independent mediation is available through the Dispute Resolution Branch, Department of Justice and Attorney-General. There are six Dispute Resolution Centres throughout Queensland.
2. The Brisbane Centre contact details: Level 1 Brisbane Magistrates Court, 363 George Street, Brisbane, Qld 4000. Telephone: +61 7 3239 6269, Fax: +61 7 3239 6284, website: www.justice.qld.gov.au/mediation/contacts.htm providers/students outside Brisbane may use the Toll Free No: 1800 017 288. At present there is no fee for use of this service, but this may change.
3. Nothing in the Language Training Institute's grievance policy negates the right of any overseas student to pursue other legal remedies. E(OS) Reg 1998 Section 8 (3) (c).

If a student is concerned about the actions of the provider they may approach the State Registration Authority for CRICOS. In Queensland this is the Department of Education, Training and the Arts (DETA). The Director-General of DETA has the power to suspend or cancel the provider's registration or a course if a breach of the requirements of registration provision is proved. Concerns about the

conduct of the provider should be addressed to The Manager, CRICOS Registration, Office of Non-State Education, Queensland Department of Education, PO Box 15033, East City, QLD 4002. Complaints must be made in writing. E(OS) Reg 1988 Section 8 (3) (a) (b).

If a student chooses to access the provider's complaints and appeals processes the registered provider must maintain the student's enrolment while the complaints process and appeals is ongoing. NC 8.1; 8.4. The Training Administrator will determine if participation in studies will be in class or under a supervised arrangement outside of classes.

If the internal or external complaint handling or appeal process result in a decision that supports the student, the registered provider must immediately implement any decision and/or corrective and preventative action required & advise the student of the outcome. NC 8.5.

RECORDS MANAGEMENT

This RTO has effective administrative and records management procedures in place in line with the organisations scope of registration and scale of operations.

PROCEDURES TO ENSURE THE INTEGRITY, ACCURACY & CURRENCY OF RECORDS

We do respect the privacy of your Personal Information. Only Staff who need to access your personal information for the purpose of administration or training are allowed to do so.

In addition, we ask that all Students acknowledge that Government auditors may need to check our administration systems. In doing this, they may gain access to information you have provided to us.

If you would like information that we have on file about you to be provided back to yourself or given to someone else, you need to request this by submitting a **Personal Information Disclosure Form** (obtained by emailing admin@lti.edu.au).

Students are responsible for keeping a copy of their assessment items. If you would like to request a copy of your assessment items a copying fee of \$50 may apply.

RETENTION OF RECORDS

We will retain for 30 years a record of the Units of Competency and Qualifications that you have achieved. If you need to get a reissued copy of your qualification a fee will apply. For more information see the Possible Additional Fees information within the Payment and Refund Policy.

Your assessment and assessment reports completed by assessors will be discussed with you at the time of assessment or just after, generally will not be returned to you. We recommend that you keep a copy of any assessment items which you would like to keep*

*Examination papers cannot be removed from the examination room. Students are not permitted to make a copy of examination papers.

UP-TO-DATE RECORDS OF ENROLMENTS & PARTICIPATION

Your Enrolment Form provides us with the minimum amount of essential information to ensure that:

- you meet entry requirements for the Course you enrol in
- we will be able to communicate with you about all aspects of the Course as it proceeds
- you are aware of all the information available about us and about the Course you want to enrol in
- you are aware of the Payment and Refund information
- we can enter your details on our Qualification Register for the future issuing of Qualifications

Your trainer will also encourage you to sign the **Attendance Register** each Training day or session. This becomes a record of your participation in the Training Process. In some cases we are required to verify your attendance to Government Departments providing payment benefits or fee subsidies to Students. We know you'll be proud to "sign on" and show your commitment to the Training Process.

It is your responsibility to notify LTI in writing of any change to your contact details including; postal address, email address, daytime contact number or mobile phone number. This can be done by filling in the Change of Details form at: www.lti.edu.au/change-of-details.html

ISSUING OF QUALIFICATIONS

ISSUING OF CERTIFICATES & COMPETENCY TRANSCRIPTS

To be issued an AQF qualification the candidate must successfully complete and be assessed as competent against the core units of competence and elective units of competence for each qualification.

STATEMENT OF ATTAINMENT

A Statement of Attainment will be issued to students who, upon completion of their course have archived some, but not all of the required competencies for the course. A Statement of Attainment will also be issued if the student completes over and above the required electives for their qualification.

If studying the Certificate IV in TESOL, a student will not be deemed competent in any units unless they have also completed practical requirement involved in each unit of competency.

REISSUING OF CERTIFICATE & COMPETENCY TRANSCRIPT OR STATEMENT OF ATTAINMENT

In the event that a student requests the reissue of a Certificate, or Competency Transcript, or Statement of Attainment issued by LTI that they had previously received, a Document Reissue fee will apply. Please see the Payment and Refund Policy at: <http://www.lti.edu.au/payment-and-refund-policy.html> for more information.