



# Participant Handbook



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# 1. Introduction

## 1.1 Welcome

Congratulations on taking this important step towards developing and enhancing your vocational skills and knowledge.

The purpose of this Handbook is to provide you with information about your rights and obligations as a Leadership Management Australia Pty Ltd (LMA) Participant, which will assist in making your learning journey with us both enjoyable and successful.

A summary of the following policies is contained in this Handbook for your reference:

- [Fees, Charges and Refund Policy](#)
- [Access and Equity Policy](#)
- [Workplace Health and Safety Policy](#)
- [Participant Support Policy](#)
- [Training and Assessment Policy and Procedure](#)
- [Complaints and Appeals Policy and Procedure](#)
- [Participant Code of Conduct](#)
- [Privacy Policy](#)
- [Pre-Training Review Policy and Procedure](#)
- [Evidence of Participation Policy and Procedure](#)
- [Withdrawal, Deferment and Cancellation Policy and Procedure](#)
- [Training Plan Policy and Procedure](#)
- [AQF Certification Policy and Procedure](#)
- [Credit Transfer and Recognised Prior Learning Policy and Procedure](#)

The information in this Handbook is current at the time of printing but may be updated from time to time due to changes in Legislation, Regulations or LMA policy.

The latest version of the Handbook is always available for download from our website at: [www.https://lma.edu.au](http://www.https://lma.edu.au)

## 1.2 About LMA

Leadership Management Australia Pty Ltd (LMA) has been creating exceptional results through people for over 40 years.

LMA is an Australasian business that works with organisations to boost their bottom line by:

- Developing the leadership of their key people
- Improving their employees' performance and productivity.

LMA courses have already enhanced the leadership skills, performance, productivity and sales skills of over 120,000 people from thousands of organisations across Australia.

At LMA, we don't train people – we develop them through our unique development process – and there's a massive difference.

Information received through traditional training methods is quickly forgotten. However, if you can change and improve the way people think, work, interact and live, their value to the organisation

will continue to grow indefinitely. As a recognised leader of training and development in Australasia, the unique LMA process delivers permanent behavioural change, impacting people's lives both personally and professionally.

### 1.3 Our Obligation as your RTO

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver. We must comply at all times with the Standards for RTOs 2015 and applicable State and Territory or Commonwealth Government Funding Agencies.

To ensure compliance we have developed comprehensive internal policies, procedures and systems that guide our compliant operations, and we must participate in audits with ASQA upon their request. In addition, we must ensure that any third parties that we work with who have any involvement in your training and assessment comply as well.

As the RTO we have the responsibility to issue your AQF certification documents in line with our issuance policy as outlined in this Handbook.

### 1.4 Courses Provided by Leadership Management Australia Pty Ltd

#### LMA Sales and Leadership

##### The Sales Edge

- SIR30316 Certificate III in Business to Business Sales

##### Success Strategies for Team Leaders and Supervisors

- BSB30120 Certificate III in Business

##### The Challenge of Leadership

- SB40520 Certificate IV in Leadership and Management

##### High Performance Management

- BSB50420 Diploma of Leadership and Management

#### LMA OpEx

##### Process Manufacturing

- MSM30116 Certificate III in Process Manufacturing
- MSM40116 Certificate IV in Process Manufacturing

##### Process Plant Operations

- PMA30120 Certificate III in Process Plant Operations

##### Process Supply Chain Operations

- TLI30321 Certificate III in Supply Chain Operations

##### Competitive Systems and Practices

- MSS30322 Certificate III in Competitive Systems and Practices
- MSS40322 Certificate IV in Competitive Systems and Practices

More information about any of the courses above, including up to date fees and charges, can be found in our course information brochures website at: [www.https://lma.edu.au](http://www.https://lma.edu.au)

#### LMA Contact Information

Head Office

Phone: 1800 333 270

Address: Level 1, 6 University Place,  
Clayton, Victoria 3168

## 2. Course Overview Sessions

An Overview session is run for Participants and their Manager/Mentors/Supervisors prior to course commencement. The purpose of the Overview session is to ensure that all training and assessment information is provided prior to the commencement of the course.

Topics covered at the Overview include:

- Qualification outcomes
- Course duration and time commitment
- Delivery strategy – how the course will be delivered
- Learning resources
- Assessment requirements
- Additional support available to Participants while undertaking the course
- Recognition of Prior Learning (RPL) or Credit Transfer (CT) for prior study
- Complaints and appeals processes

Information about Government Funding and/or Traineeships (if applicable) will be provided prior to the Overview session, as will information about fees, charges and refunds.

Participants and Manager/Mentors/Supervisors are encouraged to contact the Facilitator or Course Coach if they have any questions or are not sure about any aspect of the course.

## 3. Pre-Training Review and Enrolment

Generally, Participants are nominated by employers to undertake programs. Information may be provided to us by employers about a Participant's job role and previous qualifications, to ensure the most appropriate course is offered. LMA have an obligation to ensure that the nominated qualification/s and delivery strategy is both suitable and appropriate for each individual, prior to accepting their enrolment.

### 3.1 Pre-Training Review

A Pre-training review is conducted for all eligible Participants seeking entry into a nationally accredited course with LMA and a requirement for enrolment into government subsidised courses. The Pre-training review enables the Participant as well as LMA to understand the requirements of the course and to ensure that the proposed course is relevant to Participant's current competencies, experience, their job role, career goals and to capture current competencies including language, literacy and numeracy (LLN).

### 3.2. Language, Literacy and Numeracy (LLN)

Participants are required to undertake an LLN pre-assessment exercise to identify any individual LLN needs that may impact on their course progress or outcomes. The outcome is recorded to establish eligibility for subsidised training as well as development of appropriate training plan.

We support the provision of additional LLN assistance where required. Information is provided about external support services to Participants regarding assistance and support for language, literacy and numeracy where this need is identified. Any fees incurred for additional language and literacy support will be the responsibility of the Participant or employer. Where a Participant's literacy is found to be below the level required to satisfactorily undertake the course, (even with support) an alternative course or a non-assessable enrolment can be considered.

### **3.3 Individual Training Plan**

You will be provided with your Training Plan that includes detailed information on training and assessment agreed to by the Participant, your employer and LMA. The Training Plan includes course start and end dates, a list of units to complete and completion dates. This information ensures that all parties are making informed decisions about the training services required and the respective obligations in the delivery of these services for all parties involved.

### **3.4 Government funded training**

Participants (or their employers) may be eligible for funding support from State or Commonwealth Governments under a range of training support and incentive programs.

When undertaking a funded course, in addition to the normal enrolment paperwork, you may be required to complete eligibility documents and provide copies of your Medicare card or other approved identification.

Undertaking a funded course can impact on a Participant's eligibility to access funded training in the future. Prior to your enrolment, LMA staff will explain how undertaking the program may impact your future training entitlements.

You can commence two (2) government subsidised courses per calendar year. The maximum number of funded courses you can do at one time is two (2).

If you have any questions regarding accessing a funded place, you can also contact LMA's National Quality & Compliance Manager.

Email: [lfergusonmclellan@lma.edu.au](mailto:lfergusonmclellan@lma.edu.au)

Phone: (03) 9822 1301

### **3.5 Unique Student Identifier (USI)**

A USI is required by all Participants undertaking nationally recognised training in Australia. It allows Participants to link to a secure online record of all qualifications gained regardless of the provider. This system was implemented by the Australian Government in 2015, so it will show courses and units completed from 1 January 2015 onwards.

As an RTO, LMA cannot issue Certificates or Statements of Attainment without a USI. Therefore, it is mandatory that all Participants supply their USI upon enrolment.

If you do not already have a USI, with your consent, LMA can apply for one on your behalf.

Alternatively, you can visit: <https://www.usi.gov.au/students/get-a-usi> to create your own USI.

### **3.6 Change of address, name or contact details**

It is a requirement that we have your correct name and contact details while you are enrolled with us. If you change address, name or contact details after enrolment please notify LMA within 7 days. Our contact details form can be found on the back page of this handbook, and on our website: [www.lma.edu.au](http://www.lma.edu.au)

Alternatively, please seek the assistance from your Facilitator (Trainer Assessor).

Those Participants who access their course using the Feedback Online (FBOL) system can make changes their address, name or contact details after enrolment in the User Details screen on the Feedback Online (FBOL) system. Instructions for using the (FBOL) system are along with log in details are provided to these Participants prior to course commencement.

### 3.7 What you need have ready to enrol

Depending if you are attending in person or via the LMA Online enrolment you will need to have your **valid Green Medicare card** and your **USI** (if you have one) with you to your 1 on 1 Enrolment Session.

We need your ID to confirm your eligibility for State Government Funding and to create or locate your Unique Student Identifier (USI).

If you do not have a Valid Medicare card, you can bring any of the following alternatives:

- An Australian Birth Certificate
- Current Australian Passport  
or
- Current NZ Passport
- Australian Citizenship Certificate
- Formal confirmation of permanent residence granted by the Department of Home Affairs (or its successor)  
AND the student's foreign passport or ImmiCard



### 3.8. Credit Transfer and Recognition of Prior Learning

A Participant wanting to enrol in a course with Leadership Management Australia Pty Ltd (LMA) may be eligible to have their past studies and/or work experience considered as Recognition of Prior Learning (RPL) or Credit Transfer (CT) towards the achievement of Units of Competency in LMA courses. This means the Participant could be exempt from some of the Units of Competency listed in their course sequence guide which in turn may enable them to complete their qualification in a shorter period of time.

Participants interested in applying for CT or RPL should indicate this during the onboarding process on the course enrolment form.

Refer to the [Credit Transfer and Recognition of Prior Learning Policy and Procedure](#) and application forms on the LMA Website

You need to apply to LMA for RPL and you will need to provide evidence to support your application. This may include documents such as a report or a portfolio of work samples, or evidence of assessment activities, such as work observations or interviews.

Before you apply, it's worth contacting your LMA Facilitator (Trainer Assessor).



## 5. Access and Equity

LMA prides itself on creating a 'unique learning experience' for all of its Participants. We incorporate the principles of Adult Learning in all of our delivery to encourage active participation in all of our programs.

LMA is committed to providing a learning environment that is responsive to the diverse needs of all clients and Participants. We provide a learning environment that is free from discrimination and harassment and abides by the principles of access and equity.

LMA ensures its training and assessment courses are relevant, fair and inclusive by acting ethically in the selection of Participants and does not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality or social and educational background.

LMA complies with all requirements of State and National Equal Opportunity legislation and takes into account the Charter of Human Rights and Responsibilities (Vic 2006) when developing policies and delivering services.

## 6. Workplace Health and Safety

LMA is committed to ensuring the health and safety of staff, Participants and other persons throughout all areas of its activities in accordance with State and Commonwealth WHS legislation and relevant Codes of Practice.

It is the responsibility of all LMA staff to follow and maintain safety systems appropriate to their delegated operational authority.

Participants have an obligation for their personal welfare and the welfare of their fellow Participants. Participants must follow safe working procedures at all times and take reasonable care to prevent personal injury or injury to others and reasonable care to prevent damage to the training facilities.

Refer

- [WHS Policy and Procedure](#)
- [Participant Code of Conduct](#)

## 7. Training and Assessment

### 7.1 The Learning Experience

LMA provides Participants with a unique learning experience incorporating customised training that is highly relevant to the Participant's workplace environment and job role requirements. Course materials are designed to reflect the principle of adult learning and recognises that adult learners are motivated to enhance their professional expertise, skills and knowledge and to engage in study.

Competency Based Training (CBT) is an approach to training that focuses on allowing a Participant to demonstrate their skills and ability to the standard of performance expected in the workplace and industry.

The LMA courses programs deliver qualifications that are made up of Units of Competency. Each unit defines the skills and knowledge required to effectively perform in the workplace.

Although your Facilitator (Trainer Assessor) will assist you with advice and support during your course, you are encouraged to take responsibility for your own learning and to actively participate in the learning and assessment process.

### 7.2 Competency Based Assessment

The LMA assessment process will require you to complete a range of assessment tasks throughout your course. Your completed assessment tasks will be collected and used by your Facilitator (Trainer Assessor) as evidence when making judgements on whether competency has been achieved and to confirm that the Participant can perform to the standard required in the workplace, as specified in the Nationally accredited Training Package.

LMA provides all Participants with an assessment process that is fair, valid, and reliable and flexible to meet the needs of Participant circumstances and is conducted by qualified Facilitators (Trainer Assessors).

You will be informed at the commencement of your course of the types of assessment you must complete during the course. At the beginning of each Module including the unit of competency or cluster of units, your Facilitator (Trainer Assessor) will go through the assessment requirements and arrangements with you. At this time, you will:

- Be provided with detailed assessment instructions for each task/requirement which includes the criteria that you'll be assessed against.
- Be informed of relevant due dates or timing of assessments to be conducted

Depending on your course requirements a combination of the following assessment methods will be used as evidence gathering techniques in the assessment process:

- **Direct observation:** may be assessed in real time in the workplace or assessed in a simulated situation that reflects the workplace.
- **Questioning:** is used generally to the assessment of knowledge evidence. Assessment may include written or oral questioning, conducting interviews and questionnaires.
- **Product based methods:** include structured assessment activities such as workplace reports, product displays, work samples, role plays and presentations.
- **Portfolio:** includes a purposeful collection of work samples of annotated and validated pieces of evidence, compiled by the participant. Evidence could include written workplace reports and documents, photographs, videos or logbooks.
- **Third party evidence:** is used only for supplementary evidence; third party evidence providers do not make decisions of competency.

In Competency Based Training, assessment is conducted to determine if a Participant has acquired the skills and knowledge outlined in each Unit of Competency. If a Participant's performance in the assessment does not demonstrate the requirements the Participant is deemed as 'Not Yet Competent' (NYC), indicating more training is required to reach the point of being 'Competent' (C).

Each assessment task will be given an outcome of either Satisfactory (S) or Not Satisfactory (NS). You must complete all tasks for a unit satisfactorily to achieve an overall outcome of Competent (C) for a unit.

If one or more of your tasks are assessed as Not Satisfactory (NS), your Facilitator (Trainer Assessor) will discuss opportunities to provide you a second attempt to complete the task and achieve a Satisfactory (S) outcome. You will receive feedback on the outcome of each of your assessment items.

The Qualification is awarded and issued on successful completion of a whole course of study.

### **7.3 Reasonable Adjustments**

Reasonable adjustment may be provided for individuals with a special need (such as low literacy, hearing or sight impairment) according to their personal circumstances. Please speak to your Facilitator (Trainer Assessor) if you have concerns about your ability to undertake an assessment. Your Facilitator will work with you to identify whether it is possible to adjust the assessment in such a way that still allows you to demonstrate you have met the required outcomes.

### **7.4. Attendance and Participation**

LMA provides quality training to its Participants for all courses including providing an appropriate amount of training for each course to ensure effective outcomes for Participants in line with industry expectations, Training Package and AQF requirements.

Attendance and punctuality in workshops are important factors that contribute to successful completion of our courses. LMA expects Participants to attend workshops to ensure they fully engage in the discussion of ideas and concepts that underpin successful completion of the learnings. Participants are asked to advise their facilitator in advance if they are unable to attend a workshop for any reason.

Attendance does not only mean being present in a face-to-face workshop for the duration of time from start to finish, but also means agreed engagement in self-directed learning activities, workplace projects and other activities which requires a physical presence by the Participant.

## **8. Participant Support**

Our Facilitators (Trainer Assessors), Course Coaches and Client Support are available to help you achieve your learning objectives and support you to successfully graduate from your course. If you are having difficulties with the course material, managing your time and commitment to your course, or any other course related matter, do not hesitate to speak with your Facilitator (Trainer Assessor) for guidance. Support may include additional one-on-one coaching, extra time to complete activities or reasonable adjustments to assessment activities.

## 9. Plagiarism

All work that you submit for assessment must be your own. Plagiarism is taking someone else's work and/or ideas and passing them off as your own. It is a form of cheating and is taken seriously by LMA.

The following are examples of plagiarism:

- Copying sections of text and not acknowledging where the information has come from
- Mashing together multiple 'cut and paste' sections, without properly referencing them, to form an assessment response
- Presenting work that was done as part of a group as if it were just your own work
- Using information (pictures, text, designs, ideas etc.) and not citing the original author(s)

LMA uses workplace group projects as a means of learning new skills and to provide supporting evidence for assessment judgements.

You can include information from group projects for both the LMA L& S and LMA OpEx courses in your individual assessments, provided it includes sufficient evidence that accurately reflects your performance and contribution to the project.

Refer to

- [Participant Code of Conduct](#)

## 10. Issue of Qualifications

Once you have been assessed as competent in all the required units of competence and all fees (where applicable) are paid, you will be issued with a nationally recognised qualification.

(Note: Trainees engaged in workplace training will also need to have competency sign-off from their employer/supervisor).

If you do not complete all the units of competency required for a qualification, a Statement of Attainment will be issued for the competencies successfully achieved.

Your records of achievement are maintained by LMA for 30 years from the original date of issue, including Participant name, Participant number, certificate number, qualification code and title, units of competence, and date of issue, and are transferred to the government regulatory authority in the event of LMA RTO closure.

A record of your results is also maintained on the National Register which you can access through your USI account.

## 11. Deferment, Withdrawal and Cancellation of Studies

Participants wanting to defer or withdraw should first discuss their situation with their Facilitator (Trainer Assessor) or Client Support who can advise on the impact of a deferral or withdrawal and may be able to offer alternative solutions if difficulty managing workload is a factor in the decision to defer or withdraw.

Participants can defer or withdraw from a course:

- Before they commence their course
- During a course

### 11.1 Deferral

Deferral will only be granted on the grounds of compassionate or compelling circumstances, such as loss of employment (traineeships only), illness or other exceptional circumstances, such as bereavement. You may be required to produce a medical certificate or other relevant documentation to support exceptional circumstances. Participants must have the approval of their employer to defer. The maximum allowable deferral period is 12 months. Participants can only defer once during a course. The approval of any further deferral is at the discretion of LMA (the RTO).

Participants who are completing their course under a traineeship arrangement may need to apply for an extension to the nominal duration of the traineeship to ensure they are able to complete the course within the nominal duration. Once an approved deferral of study has been granted, the Participant will be notified in writing (via email) and their course completion date extended if appropriate.

If a course is superseded or undergoes significant changes to the delivery model during the time the Participant is deferred, additional fees, above the normal deferral fee may be charged and the Participant may be required to complete supplementary assessment activities. As LMA courses are delivered to groups of Participants in the workplace, additional fees will apply for one-on-one delivery to an individual returning from deferral, if group-based training on the site has concluded.

Participants can request to defer by completing an *Application to Defer Form* and submitting it with their Employer's endorsement to their Facilitator.

### 11.2 Withdrawal

Where a participant no longer wishes to continue in their course they must formally withdraw. This includes where the participant for any reason, decides to discontinue their course. LMA Facilitator (Trainer Assessor) and /or client support officer representative will organise meeting with participant to discuss reasons for the withdrawal and provide assistance to Participants as required to complete an *Application for Withdrawal Form*.

The LMA Administration Team will amend the participant's training plan to reflect the date of withdrawal, document withdrawal in the File Notes in the Participant's file and file the *Withdrawal Form* under the Enrolment sub folder in the Participant's file.

LMAs Finance team will process applicable refunds in accordance with LMA's *Fees, Charges and Refunds Policy and Procedure* and ensure that participant's financial records are adjusted to take account of the cancellation of enrolment as relevant.

The LMA Administration Team will inform all relevant personnel that the Participant's enrolment has been cancelled. The LMA Administration Team will include all documentation in the Participant's file.

The participant will be issued Statement of Attainment and Record of Results for any units completed as part of the qualification in accordance with the LMA *Issuance of Qualifications Policy and Procedure*.

### **11.3 Course Transfer**

Transfer from one course to another will result in the initial course being cancelled and a new enrolment in the transfer course. All implications of a transfer must be thoroughly explored before deciding to transfer to another course. These will be explained to you by your Facilitator or our operations staff. LMA will be required to notify third parties (AASN and Employer for Trainees, and Government Departments for Participants in funded training).

## **12 Fees and Charges**

### **12.1 Fees and Charges**

Leadership Management Australia Pty Ltd (LMA) provides Participants and clients with clear and factual information in relation to the terms and conditions for fees, charges and refunds associated with their course of study.

Where training is being delivered under state funding contracts and government mandated fees are set, the mandated fee will be charged. Some state funding contracts require Participants to receive a Statement of Fees. The Statement of Fees is for information purposes only. All tuition fees are paid by your employer.

In accordance with Clause 7.3 of the National Standards (2015), RTOs are required to have Fee Protection in place for fees of \$1500 or more paid in advance by Participants.

LMA does not accept payment of course fees from individual Participants where an employer engages LMA to provide training and/or assessment to members of its staff through a negotiated commercial transaction. It is expected that all course fees will be paid by the Participant's employer. Any exception to this rule must be approved by the National Quality and Compliance Manager, who will ensure a payment plan is set up whereby no more than \$1500 is collected in advance from Participants enrolling themselves. LMA are only required to protect prepaid fees from individual students and prospective students where the student or their representative pays the fees through direct enrolment. In such instances, LMA will not accept fees greater than \$1500 from Participants enrolling themselves before training is commenced and no more than \$1500 is held in advance at any time during training.

### **12.2 Recognition of Prior Learning (RPL) Fees**

RPL fees will be charged at the same rate as the fee for nominal hours outlined in the applicable course outline and \$150.00 non-refundable application fee will apply for a full qualification.

### **12.3 Credit Transfer**

There are no fees for Participants who apply and attain Credit Transfer for any units within the applicable qualification they are undertaking with LMA.

[\*Credit Transfer and Recognised Prior Learning Policy and Procedure\*](#)

## 12.4 Additional Fees for LMA OpEx In-house Courses

Required Makeup Days to complete training LMA – If training is caused to fall behind the Training Delivery Schedule (TDS) by LMA or the LMA Facilitator, then the Additional Training Days will be provided, and no Additional Training Days fees will apply.

Required Makeup Days to complete training – (Client) – If training is caused to fall behind the Training Delivery Schedule (TDS) as a result of lack of Participant release or lack of Facilitator access to the site or any other reasons caused by the Client, then LMA will provide additional Makeup Days and invoice the Client the daily rate as identified in the Service Level Agreement/Training Agreement.

## 12.5 Refunds

### Consumer Protection

LMA reserve the right to cancel a course due to unforeseen circumstances. Should this occur, any fees paid will be refunded in full. In such cases, our liability will be limited to the amount of fees already paid.

Should LMA cease operations or be otherwise unable to complete delivery of the agreed program, Participants will be issued with a Statement of Attainment for units completed and referred to an alternative training organisation.

A pro-rata refund will be provided to the Client for any training and assessment not yet delivered.

**Government Funded Participants:** Where a funded Participant withdraws from training, a partial refund will be provided if required under the relevant government funding contract.

**Full Refund:** A full refund of fees will be made to the Client if LMA cancels a course prior to commencement, without making an alternative course available to the Client.

**LMA's Leadership and Sales (L& S):** LMA do not offer refunds for any of the Leadership or Sales (L&S) courses.

**Partial Refund:** A partial refund will be made to the Client if LMA cancels a course after commencement, provided the cancellation is not due to the Client failing to meet their obligations under the Training Agreement. The payment of a partial refund is at the discretion of LMA and will be calculated on a pro-rata basis determined by how much of the course has been completed.

**LMA's Operational Excellence (OpEx) Courses:** LMA offer the following refunds to Clients for their employees they enrol in LMA's OpEx courses (Participants).

- a) If a Participant who is state government funded does not commence training and is then withdrawn, a full refund of the Client's Contribution Fee will be refunded.
- b) If a Participant who is state government funded commences training and is then withdrawn, there will be no refund of the Client Contribution Fee, unless mandated by the relevant state funding contract.
- c) For full Fee for Service (FFS) Participants refunds expressed as a percentage of fees charged to the Client will be provided as per the Refund Policy and itemised in the following table.

FFS – WITHDRAWAL TIMEFRAME	REFUND ENTITLEMENT
Prior to Commencement Date	100%
Between Commencement Date and 90 Days	70%
Between 91 Days and 1250 Days after Commencement Date	50%
Between 151 Days and 210 Days after Commencement Date	25%
211 Days or more after Commencement Date	0%

Where a learner is dissatisfied with a fee or refund decision, please refer to the LMA [Complaints and Appeals Policy and Procedure](#)

For further information about Fees, Charges and Refunds, refer to the LMA [Fees, Charges and Refunds Policy and Procedure](#)

### 13. Complaints and Appeals

LMA is committed to providing quality training and assessment services to Participants and their employers and provide a transparent approach for all complaints and appeals to be addressed in a fair, efficient and confidential manner. .

We value feedback from Participants, staff and employers as an opportunity for continuous improvement.

Complaints or concerns may also be raised about the behaviour of fellow Participants undertaking our programs.

LMA's process for the settlement of complaints is underpinned by the principles of natural justice and procedural fairness. Complaints are responded to in a fair and unbiased way and those who are involved in the complaint are informed of the allegations and given an opportunity to present their side of the matter.

In instances where a Participant wants to lodge an appeal against an assessment decision or a complaint about the services delivered by LMA they are encouraged to raise the issue at the earliest opportunity to enable it to be addressed promptly.

An appeal is a request for a decision made by LMA to be reviewed. Decisions may have been about:

- Course admissions
- Refund assessments
- Response to a complaint
- Assessment outcomes / results
- Other general decisions made by LMA.

Where the outcome of a complaint identifies the need for a policy or process improvement to avoid further instances of dissatisfaction, the National Quality and Compliance Manager will be responsible for implementing the improvement. Improvements are recorded on the Continuous Improvement Log.

Refer to the [Complaints and Appeals Policy and Procedure](#)



## External complaint avenues:

Complaints can also be made via the following avenues:

- **National Training Complaints Hotline:**  
<https://www.dewr.gov.au/national-training-complaints-hotline>  
The National Training Complaints Hotline is a national service for consumers to register complaints concerning vocational education and training.
  - Phone: 13 38 73, Monday–Friday, 8am to 6pm nationally
  - Contact: <https://www.dewr.gov.au/about-department/contact-us/online-contact-form>
- **Australian Skills Quality Authority (ASQA):**  
Complainants may also be lodged with LMA’s registering body, Australian Skills Quality Authority (ASQA).  
ASQA can investigate complaints about LMA in relation to:
  - the quality of our training and assessment
  - our marketing and advertising practicesFor Participants:  
ASQA may not be able to investigate the complaint if you do not include evidence that you have already exhausted our formal internal complaints process as above.  
Information about the process and information you should provide is available here:  
<https://www.asqa.gov.au/students/complaints>
- **Smart and Skilled (NSW):**  
In the unlikely event, that Participants undertaking funded training through NSW Smart and Skilled are dissatisfied with the manner in which a complaint has been handled by the LMA, they may refer the issue to Smart and Skilled on 1300 772 104 or [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)
- **Skills Victoria:**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact the TAFE and Training Line for free advice on the complaints handling process here: <https://www.skills.vic.gov.au/s/making-a-complaint>
- **Skills Tasmania:**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Skills TAS here: [https://skills.tas.gov.au/apprenticeships\\_and\\_traineeships](https://skills.tas.gov.au/apprenticeships_and_traineeships)
- **Australian Capital Territory (ACT): Skills Canberra**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Participants can contact Skills Canberra on (02) 6205 8555 or <https://www.act.gov.au/skills>
- **Department of Youth Justice, Employment, Small Business and Training QLD:**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Participants can contact: <https://desbt.qld.gov.au/training/apprentices>
- **Skills South Australia:**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Participants can contact Skills SA on phone: 1800 673 097 or email <https://skills.sa.gov.au/about-skills-sa>
- **Australian Capital Territory (ACT): Skills Canberra**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Participants can contact
- **Jobs and Skills Western Australia**  
If Participants are unable to resolve the issue with LMA directly, the next step is to contact Participants can contact: <https://www.jobsandskills.wa.gov.au/lifeexperience>

## 14. Participant Code of Conduct

The Participant Student Code of Conduct applies to all LMA students, irrespective of their location and mode of study. All Participants are responsible for conducting themselves in a professional, equitable and courteous way.

LMA provides an adult learning environment, and all staff and Participants are expected to act responsibly, and to treat all staff and fellow Participants with courtesy and respect. It is important that Participants also act responsibly and understand acceptable social interaction and standards in all communications.

Please also refer to the LMA [Participant Code of Conduct](#)

### 14.1 Policy Principles

All members of the LMA community have the right to feel and be safe, and to be able to engage in the educational process free from disruptive or inappropriate behaviours and without unnecessary disruption.

#### **LMA expects that Participants will:**

- acknowledge the rights of others, by treating everyone with respect, dignity and courtesy
- treat everyone equitably irrespective of gender, race, cultural and religious background, disability, age and sexual orientation
- show consideration for the opinions and views of peers and LMA staff
- avoid all forms of bullying, intimidation and harassment
- respect the rights of LMA staff to manage their time
- respect intellectual property rights, and ensure the proper use of copyright material
- use appropriately LMA I.T systems and services such as email, the internet, social media and the Feedback Online (FBOL) learning management system
- respect the privacy of other Participants (where relevant) and their clients
- ensure academic integrity is maintained in all their academic activity
- engage cooperatively and collaboratively in their course of study
- become familiar with LMA Participant policies and procedures, and information about their course, assessments and support services
- attend information sessions, including the Overview/orientation
- prepare for workshops by completing pre-reading and any other required activity
- constructively accept and act on any feedback
- avoid behaviour that results in physical damage to people or property
- understand their Work Health and Safety responsibilities and comply with these at all times

#### **LMA Participants can expect:**

- to be treated with courtesy and respect
- to be treated equitably irrespective of gender, race, cultural and religious background, disability, age and sexual orientation
- to freely voice alternative points of view and perspectives in rational debate and discussion forums
- to rely on LMA to protect the privacy of their personal information
- to receive regular feedback and information regarding their study and assessments throughout their course
- to have access to grievance and appeal processes
- to have access to Learning resources, environments, facilities and equipment needed to undertake the course

## **Breach of Policy**

Any Participant who engages in inappropriate behaviour that may infringe on the rights of others or the safety of themselves and/or others will be reported to the Participants Workplace Manager/Mentor/Supervisor. LMA reserves the right to administer any of its applicable policies, or procedures to investigate and deal with the actions of the Participant, even if the Participant withdraws from the course while a disciplinary process is ongoing and/or pending.

If the inappropriate behaviour is unlawful, LMA will report the behaviour to the police and in turn the LMA Client.

This information is published in the Participant Handbook and LMAs website to ensure Participants and Clients of LMA have the information they need to understand and comply with the requirements set out in this policy.

## **Descriptions of Inappropriate Behaviour**

Academic misconduct includes:

- Cheating, plagiarism or collusion
- Assessment misconduct, such as bringing in material to an assessment for reference, except where that is specifically required under LMA instruction
- Submitting fraudulent material, such as fraudulent transcripts, parchments, and other admission or course transfer documentation, medical certificates, or other documentation
- Falsifying identity or data
- Impinging on the privacy of others, such as disclosing confidential information about a fellow Participant or any of the LMA Client representatives.

Drug and/or alcohol abuse:

- Drug and/or alcohol abuse involves use of illegal, non-prescribed drugs and/or the regular imbibing of alcohol, which affects the Participant's capacity to study and /or affects behaviour and safety and will not be tolerated.

Violent, harassing or other offensive behaviour includes:

- Violence or threatened violence towards others
- Stalking, bullying or any form of harassment
- Using email, social media and the internet to harass, stalk, bully or threaten others, including using the Participant's own information technology or that of LMA to do so
- Endangering or threatening to endanger the health or safety of others
- Using offensive language

Inappropriate use of information technology services owned by LMA and includes:

- Deliberate introduction or dissemination of computer viruses.
- Accessing the private information of others.
- Impersonation of another individual, using their log-in details and password

Any other behaviour which has the potential to cause disruption, harm, or offence or which may negatively affect the reputation of LMA.

# 15. Privacy and Freedom of Information Procedures

## 15.1 Participant Records and Privacy

Personal Information is collected from individuals in order that LMA can carry out its business functions. LMA only collects and stores information that is directly related to its business purposes and legal requirements of providing nationally recognised training and assessment.

LMA collects and securely safeguards the personal information necessary for the creation and maintenance of Participant records. In general, Personal Information will be collected through course application and/or enrolment forms, training records, assessment records and online forms and submissions.

The types of Personal Information collected include:

- Personal and contact details
- Employment information, where relevant
- Academic history
- Background information collected for statistical purposes about prior education, schooling, place of birth, disabilities and so on
- Training, participation and assessment information
- Fees and payment information
- Information required for the issuance of a USI.

LMA is required to provide Commonwealth and State Government Authorities with Participant and training activity data. This information is required to be provided in accordance with the VET Quality Framework.

Course progress and attendance information may be disclosed to the Participant's employer, where the Employer is paying for the program, or where the Participant is undertaking the training through a traineeship. With the exception of Employers as mentioned above, information is not disclosed to any other person, without the Participant's written permission unless LMA is required to do so by law.

LMA may take photos of Participants and/or their project work for the purpose of documenting assessment activities. Occasionally, photographs may also be used for publicity purposes. The names and details of Participants in photos are not released or published. In these instances, LMA will require you to complete a *Permission Form*.

Facilitators (Trainer Assessors) will always identify when they are taking photos so Participants who don't wish to have their photo taken can exclude themselves from the photo. If you do not wish to be photographed, please ensure you advise the staff member at the time the photo is being taken to ensure you are excluded from the photo.

Refer to the LMA [Privacy Policy](https://lma.edu.au) on our website at: [www.https://lma.edu.au](https://lma.edu.au)

## 15.2 Access to Records

Participants have the right to access their current records of participation and progress, and to correct any personal information held about them.

For those Participants with access to the LMA Feedback Online (FBOL) system they can access current and accurate records of their personal details, participation and progress. The online competency log in FBOL provides up to date information relating to the attainment of competency. Feedback on progress from Facilitators (Trainer Assessors), Coaches and Manager/Mentor/Supervisors is also provided via FBOL.

For all LMA OpEx r Participants you can request access to your records in writing by completing the *Request to Access Records Form*, together with providing proof of identity and your Participant I.D. LMA will process your request within ten (10) working days.

Refer to the [Privacy Policy](https://lma.edu.au) and *Request to Access Records Form* at: [www.https://lma.edu.au](https://lma.edu.au)

## 16. Evaluation and Surveys

Each year LMA participates in the Australian Quality Indicator Surveys which measure learner and employer satisfaction with our training and delivery services. Survey outcomes are reported annually to the Australian Government National Regulator (ASQA) and to State Government funding authorities. Participants and employers of our Participants are invited to complete the survey in hard copy. You will receive the survey in person. We ask that you please complete the survey and return it to us as soon as possible.

LMA also participates in the National Participant Outcomes Survey managed by the National Centre for Vocational Education Research (NCVER). Participants may also receive a Participant outcomes survey from NCVER. More information about this survey can be found at [www.ncver.edu.au/sos/faq.html](http://www.ncver.edu.au/sos/faq.html).

## 17. Legislative Requirements

As a Registered Training Organisation (RTO), LMA is obliged to operate within the VET Quality Framework, (which includes the Standards for Registered Training Organisations 2015) as set out by the Australian Skills Quality Authority (ASQA).

In addition to the Standards for Registered Training Organisations 2015, LMA is required to meet all legislative requirements of State and Federal Governments including those relating to:

- Occupational Health and Safety legislation
- National Vocational Education and Training Regulator Act 2011
- Workplace harassment, victimisation and bullying legislation
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination legislation
- Privacy legislation
- Anti-Bullying and Harassment Policy
- Access and Equity legislation