

# COURSE GUIDE



Value and Flexibility in Accredited Life Coach Training

Lead an extraordinary life of inspiration,  
motivation and empowerment.



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Anything that the mind  
can believe and conceive,  
it can achieve.

Napoleon Hill





# WELCOME

Thank you for enquiring about the Institute's acclaimed life coaching courses: the Diploma of Life Coaching and the Certificate IV in Life Coaching. Life Coaching is much more than an occupation: it's an empowering and fulfilling journey that encourages self-discovery, self-awareness and self-responsibility.

Life Coaching is an extremely enjoyable and rewarding career. As a Life Coach you will work day to day with interesting people assisting them to identify and attain their goals, ambitions and life objectives. There is an enormous amount of personal satisfaction to be gained by assisting another person embark on an exciting journey of self-discovery and personal achievement.

As a Coach you will assist your clients identify their core values, unlock their vast potential and make quantum leaps in their level of success and fulfilment in their lives. With Student Fulfilment Centres in each major capital city, the Life Coaching Institute is Australia's leading Life Coaching organisation. Local support ensures you get immediate response and greater interaction with other students, academic advisors and mentors.

Institute courses and course materials are prepared by a highly qualified and experienced team of specialist educators and active coaches. All courses have an extremely high level of applied content, use real-life case studies and are developed to a world class standard.

We understand that fitting study into a busy lifestyle that may already be full with work and family commitments can be challenging. That's why our courses are developed to be very flexible in their delivery approach. This ensures you are in control over when, where and how quickly you learn, structuring your preferred learning methods around the many flexible delivery options available to you.

With the Life Coaching Institute you are never alone in your studies. The Institute is renowned for its industry leading student support services. Each Student Fulfilment Centre is staffed with motivated, friendly team members and coaching advisors to support you through your course.

Our focus is to support you to establish your coaching career and beyond. We sincerely hope you decide to pursue your goals and dreams with the Life Coaching Institute.

# About Life Coaching

Life Coaching is a growing industry that leads to extremely effective outcomes being achieved by coaching clients. According to the 2016 Global Coaching Survey undertaken by the International Coach Federation, there are over 53,000 coaches worldwide and global revenue from coaching in 2015 was \$2.356 billion USD, up 19% from 2011.

Due to the surge of interest in life coaching, Australia is now enjoying the growth rates in coaching opportunities experienced in the US, Europe and Asia. This represents a wonderful opportunity if you are planning to formalise

your skills and enter the field of coaching. Life coaching is applied in a variety of contexts including with executives, business owners, leaders, workplace teams, and private clients. In fact, 75% of coaches responding to the 2016 Global Coaching Survey said they anticipate their number of coaching clients to increase over the next 12 months. Such a life coaching environment is varied and complex, and requires coaches with formal coaching skills.

The 2016 Global Coaching Survey also reflects on coaching in Australia favourably with coaches in the Oceania region (includes Australia) earning the highest yearly coaching income worldwide (in USD) at 30% above the worldwide average coaching income. It is therefore realistic to predict that based on these trends, coaching is an important and growing industry in Australia.

The 2016 Global Coaching Survey also highlighted the importance of coaches undertaking accredited and recognised coaching programs to ensure coach-specific training and quality. Coaches also said they believed they can positively influence social change through coaching with clients. Clearly, developing your skills now and qualifying with a nationally recognised life coaching qualification will position you to service this growing business and community wide trend. You'll be able to take advantage of the high demand for coaching services and springboard your career and lifestyle to new heights of enjoyment, fulfilment and satisfaction.

## Imagine how your life could be different as a professional, qualified Life Coach. You would:

1

Help people each and every day implement amazing changes in their lives

2

Relate with people whom are positive and excited about the possibilities you can assist them create

3

Work the times and hours you want! No longer would you be a slave to your job or boss

4


Live a self fulfilling prophecy as you apply coaching principals to your own life and transform it into the most positive, ambitious vision you could imagine

5

Be absolutely passionate about your work and fulfilled by the incredible outcomes you are helping people achieve in their lives

**If these outcomes excite you, then you'll find coaching is the career you've been looking for. Coaching gives you the opportunity to take your current skills and develop them into a qualification that will change your life and those around you forever.**





## So what exactly is coaching?

Well, it's a professional relationship between a trained coach and a client. Coaches assist and empower people, organisations or teams through a structured and professional process, to achieve a desired goal or outcome.

Coaches assist people from all walks of life, including executives, business owners, sales people and anyone else with the desire to reach for their goals and unlock their true potential.

A Coach is a client's ultimate ally. They are singularly focused on working with their client to establish better goals, inspire them to achieve more, empower them with the practical and philosophical tools to do so, motivate them to sustain focus and steer them towards success.

Coaches assist clients to develop a plan to bridge the gap between where the client is now and where the client would like to be. Client goals can vary a great deal from personal goals such as attaining a greater level of personal fulfilment; professional goals such as achieving certain business benchmarks; sporting goals such as attaining a level of competence and achievement; and family goals which may include leading a more stress-free family life. A professionally trained Coach can empower their client to attain all this and more in their lives.

Life coaching is a partnership with clients in a thought-provoking and creative process that inspires clients to maximise their personal and professional potential.



# What will your studies involve

Institute courses are developed to maximise your learning experience. Your course is completed externally, is self-paced and extremely flexible in the range of delivery options and support services that are available to you. This means you can easily fit your studies around your lifestyle, allowing you to accelerate through your course or progress at a moderate pace. Regardless of how fast you choose to progress with your studies, you will have the full academic and administrative support of your Local Student Fulfilment Centre.

The Institute's specialised learning material and extensive student support services are designed to provide you with the expert support and advice you require. All the learning resources you need to complete your course are provided for you. The learning material is professionally presented in a structured workbook-by-workbook format for ease of comprehension.

As one of Australia's leading Life Coaching training providers you are assured that your course curriculum is of world leading standard and will equip you with the knowledge and skills you require to practice as a professional Life Coach.

The Institute's academic team is there to assist you with your studies from enrolment to graduation. The comprehensive academic support systems have been designed to make your studies as enjoyable and enriching as possible.



# We provide a range of core support services which include:



## Quality Learning Materials

Cleverly written, purposefully designed and easy to understand learning materials that include individual workbooks, unique industry specific coaching case studies, practitioner tools and worksheets and fully referenced and categorised books of readings that represent over 55 leading coaching texts.

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## Free TeleClasses

FREE TeleClasses allow you to be a part of an interactive study group that focuses on particular units of the course. You can listen in and interact with your accredited coaching adviser and fellow students as you learn how to apply the knowledge, skills and coaching expertise presented within the course.

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## Skills Workshops

There is also a series of 1 and 2-day Skills Workshops where you apply, practice and refine your coaching skills under the guidance of an experienced Life Coach. These workshops are conducted in a small group classroom setting with fellow students. Your confidence and skills will escalate as you progress through each session.

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## e-Campus

A comprehensive and easy to navigate virtual campus on the web gives you the option to submit assessment via email, access practical workshop timetables for each State, contact your Coaching Advisers to ask a question and network with other students through the community forum.

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## Student Network

You can also elect to be a part of an active student network where you can communicate via phone or email with other local students and become part of an active study group or form a study partnership with someone you connect with.

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## Study Assistance Hotline

A dedicated national Study Assistance Hotline that puts you in direct contact with a team of accredited Coaching Advisers who are on hand Monday to Friday, 9am to 5pm (EST) to support and guide you on your way to the successful completion of your coaching qualification.

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## Student Fulfilment Centres

Access to local Student Fulfilment Centres and specialist support in Brisbane, Sydney, Melbourne, Adelaide and Perth and assessment supervisors in Hobart, Darwin, Gold Coast and Sunshine Coast.

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**Many Institute students begin their Coaching studies to expand on their natural ability to support, motivate and empower others. Many have been in situations where they have been asked by friends, family or colleagues to provide support and motivation. Becoming a professional Life Coach will help build upon your natural qualities and augment them with a respected Life Coaching qualification.**

## Why the Institute sets the standard that others aspire to

Institute courses are developed by highly qualified and experienced professionals to world recognised standards. Curriculums are developed by a professional academic committee incorporating the latest domestic and international research and developments. In this way the Institute is able to amalgamate client needs with practitioner experience and global industry developments.

The Institute's nationally recognised training programs are the Diploma of Life Coaching and the Certificate IV in Life Coaching. Both courses have been recognised as accredited courses by the Australian Skills Quality Authority.

Accreditation is the official government process that ensures the contents and standards of a course are appropriate to the qualification received. A 'recognised training' qualification indicates to employers and the general public that the knowledge and competencies you have acquired throughout the program are relevant and specific to the occupation of Life Coaching. Completion of a recognised training qualification is a substantial achievement signified by the awarding of a formal Qualification certificate. Both the Certificate IV and Diploma in Life Coaching also satisfy the ICF Coach Specific Training Hours requirements, meaning as a graduate you can apply to ICF for membership through the portfolio pathway.

The Diploma of Life Coaching is comprised of 14 core Units of Competency. The Certificate IV in Life Coaching is comprised of 9 Units of Competency, of which 2 are also included in the Diploma of Life Coaching. Both courses are the most complete and comprehensive Diploma and Certificate IV Life Coaching qualifications available in Australia.

Institute courses are designed to be extremely thorough without being difficult or complex. Both courses respectively contain more educational content than life coaching courses offered by most other coaching educators.

As a graduate of either course, you will have developed the skills and mastered the techniques to be highly competent and effective in this rapidly developing professional environment.

The Institute believes in the philosophy that if we are to evolve as better professionals, our education programs should also evolve to be consistent with the environment in which we live and work. By maintaining the currency and relevancy of our training programs, we guarantee the value of the service our graduates are able to offer clients and those around them.

## Here are just some reasons why LCI is Australia's leading coaching educator

### Innovative Training Programs

- ✔ LCI delivers the nationally recognised training programs, Diploma of Life Coaching and Certificate IV in Life Coaching;
- ✔ The Institute is nationally recognised as a Registered Training Organisation to award the Diploma of Life Coaching and Certificate IV in Life Coaching qualifications. This indicates the knowledge and competencies you have acquired during your studies are relevant and specific to the role of Life Coach;
- ✔ Institute Educators maintain the highest academic and experiential standard of any coaching educator in Australia, safeguarding you from professional misadventure and maximising your understanding;
- ✔ The Institute offers practical workshops facilitated by industry leading Master Coaches to build and enhance your coaching skills and skyrocket your confidence;
- ✔ Learning resources include high quality, progressive workbooks and readings, professionally presented and fully referenced;
- ✔ Each unit includes relevant local case studies to maximise the learning outcomes and your enjoyment of the course;
- ✔ The self-paced nature of the course allows you to fit learning around your lifestyle by choosing to either fast track your studies or extend your course over a longer timeframe;

- ✔ You can specialise in a specific area of coaching interest through the Specialty Streams that include Executive, Business, Workplace, Health & Wellness, Life Cycle, and Career.

### First Class Student Support Services

- ✔ Students of the Institute are supported locally by Australia's most diverse Coaching educator;
- ✔ You are safeguarded by the Institute's Guarantee of Educational Excellence. If within the first 30 days of enrolling in your studies you are not totally delighted with the material, content or support you receive, simply tell us, return your materials and receive a full refund on any monies you have paid;
- ✔ LCI offers you flexible investment methods. We're totally committed to making coaching a reality for you. We therefore provide you with a payment option that allows you to spread your investment over an extended period of time;
- ✔ The Institute supports you throughout your studies with pioneering world standard student support systems.



# Institute Courses

Institute courses are a careful blend of theory and practical application. Theory is taught through concise, user friendly learning materials that have been specifically designed to maximise your learning time, making your studies as enjoyable and productive as possible.

All readings, resources, and case studies have been thoroughly researched and compiled into structured workbooks that are provided as part of your course. This means that you don't have to go and conduct your own research or purchase any more textbooks, saving you valuable time and assisting you focus on what's really important - learning the skills of a master Life Coach.

The theoretical component of some Units is supplemented with a two-hour TeleClass. TeleClasses aid the transition from theory to application. During a TeleClass, you will participate in an interactive group coaching and teaching environment. You can attend each TeleClass at any time after the workbook for the Unit covered in the TeleClass has been successfully completed.

TeleClasses are scheduled regularly and include discussion of concepts and their application in a coaching environment, demonstration of skills, and practice of skill application. All TeleClasses are facilitated by an Institute Master Coach.

Practical components of the courses are completed through interactive hands-on sessions that can be completed by a number of flexible means. You can either participate in small group sessions called 'Skill Assessment Workshops', work one-on-one with a Master Coach to apply your skills under their supervision, or video tape your practical skills and have our team of professional coaches review it for you. Each practical option is designed to be flexible in its delivery to maximise accessibility and educational value.



After much research I chose the Life Coaching Institute Australia. The course provided a highly effective and focused approach to help when it was time to establish my own coaching business.

## Certificate IV in Life Coaching

10662NAT

The Certificate IV in Life Coaching consists of 9 Units that are covered in 9 workbooks, 3 interactive practical assessments (as outlined above), and 4 Teleclasses (as outlined above). Progress through the course is achieved by completing the assessment book for each unit, the practical assessments and teleclasses. The course consists of three progressive stages.

In the first stage, you will learn the fundamental principles and philosophies behind Life Coaching including ethical practice and facilitating change. You'll then learn and apply key interpersonal skills needed for coaching success including: Active Listening, Questioning, Paraphrasing, Responding and Reframing.

In the second stage, you will build on these foundational competencies and learn how to integrate this knowledge into the Life Coaching Model and deliver coaching that will help clients follow through and achieve their goals. Both cognitive and contemporary approaches to Life Coaching are covered including Neuro Linguistic Programming, and the Narrative, Cognitive Behavioural and Solution Focused approaches. You will learn how to select and apply the techniques of these approaches when coaching. Each of these approaches are used by professionals in the Psychotherapy and Counselling fields to boost a person's belief system to new levels of understanding and bring about dynamic interpersonal change. You will also

develop effective strategies for reflecting on your practice of coaching, and the need for both personal and professional development.

And finally, in the third stage you'll learn how to establish and deliver your Life Coaching services by developing a detailed and comprehensive business development plan. This process will serve as your blue print for coaching success as you continue to refer to and refine your outcomes long into the future. You will also cover coaching in specialist fields such as Executive, Business, Workplace, Health & Wellness, Life Cycle and Career.

The Certificate IV in Life Coaching is a comprehensive coaching curriculum that provides a sound basis upon which you can commence your life coaching career and continue onto further coaching studies. The course takes around 8 to 12 months to complete. Further information about each of the units is available in the Course Overview section of this brochure.

*\* Important Note: 1) The information included in this Course Outline is indicative of the final curriculum but may be subject to change. The Institute periodically revises the curriculum to maintain its position at the forefront of the coaching industry. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible. Students are also able to complete as many Specialty Streams as they desire and will receive a Statement of Achievement for each additional Stream completed. 2) Progress through your course is achieved by completing each unit's assessment book, 3 progressive practicals (by workshop, video or private assessment,) and 4 teleclasses. 3) You can study your course on a full-time, part-time or self-paced basis. Indicatively, full-time study of the course will take approximately 8-12 months.*

### Units of Competency\*

#### **LCCSCF401**

Establish and work within a structured life coaching framework

#### **LCCFCC402**

Facilitate change through life coaching

#### **LCCCPC403**

Apply life coaching interview skills

#### **LCCCAC404**

Apply techniques of cognitive approaches to life coaching

#### **LCCCTC405**

Apply techniques of contemporary approaches to life coaching

#### **LCCSCA406**

Research and apply knowledge of specialist life coaching areas in life coaching practice

#### **CHCPRP003**

Reflect on and improve own professional practice

#### **BSBSMB401**

Establish legal and risk management requirements of small business

#### **BSBSMB404**

Undertake small business planning



I realised I would need specialised training that would provide me with a professional and accredited coaching qualification – which was my prime reason for choosing LCIA. I completed the standard Certificate IV in Life Coaching and also achieved the Diploma of Coaching along with my specialty stream - Certificate of Executive Coaching.

## Diploma of Life Coaching

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The Diploma of Life Coaching is comprised of 14 core Units of Competency. Two Units are the same Units covered in the Certificate IV in Life Coaching so you complete the same Workbooks, TeleClasses and Practical Components. The remaining 12 core Units of the Diploma also each have their own Workbook, and there are 3 additional TeleClasses and 7 Practical Components to continue advancement of your application of coaching approaches. Progress through the course is achieved by completing the assessment book for each unit, the practical assessments and teleclasses.

The initial Units of the Diploma examine each of the four coaching approaches covered in the Certificate IV in Life Coaching in greater detail, focussing specifically on their application in a range of coaching practice environments. Evaluation of how you use each coaching approach in practice is an integral feature of these units.

The next stage centres on further development of your coaching practice where you will develop coaching tools to use with your clients during your coaching sessions, learn how to successfully promote your coaching practice and develop effective business relationships. These are essential facets that will greatly assist you as you set about establishing your coaching business.

The Diploma of Life Coaching provides you with a higher level of understanding of coaching and its applications. It is suitable for

those students after a more advanced and in-depth study of coaching and delivery of coaching services.

The Diploma of Life Coaching (inclusive of the Certificate IV units) takes approximately 18 months to complete. Further information about each of the Units in the Diploma can be found in the Course Overview section of this brochure.

*\*\* Important Note: 1) The information included in this Course Outline is indicative of the final curriculum but may be subject to change. The Institute periodically revises the curriculum to maintain its position at the forefront of the coaching industry. Any changes, upgrades or expansions to the curriculum will be instigated in such a way that your studies are affected as little as possible. Students are also able to complete as many Specialty Streams as they desire and will receive a Statement of Achievement for each Stream completed. 2) Progress through your course is achieved by completing each unit's assessment book, 7 progressive practicals (by workshop, video or private assessment,) and 7 teleclasses. 3) You can study your course on a full-time, part-time or self-paced basis. Indicatively, full-time study of the course will take approximately 18 months.*

### Units of Competency \* \*

#### LCCFCC402

Facilitate change through life coaching

#### LCCCPC403

Apply life coaching interview skills

#### LCDNLP501

Apply neuro-linguistic programming in life coaching

#### LCDNCA502

Apply the narrative approach in life coaching

#### LCDSFC503

Apply the solution focused approach in life coaching

#### LCDCBC504

Apply the cognitive behavioural approach in life coaching

#### LCDACS506

Integrate life coaching techniques in complex coaching work

#### LCDCTT505

Develop and apply specialist life coaching tools

#### BSBLED806

Plan and implement a coaching strategy

#### CHCPRP006

Lead own professional development

#### BSBSMB302

Develop a micro business proposal

#### BSBMGT617

Develop and implement a business plan

#### BSBSMB405

Monitor and manage small business operations

#### BSBSMB403

Market the small business

# Course Units

## Certificate IV in Life Coaching

10662NAT

Unit of Competency	Title	Overview of Unit
LCCSCF401	Establish and work within a structured life coaching framework	This unit introduces the skills and knowledge required to work within a life coaching framework with clients on life coaching issues.
LCCFCC402	Facilitate change through life coaching	The life coaching model is introduced with the process of coachee change being explored in this unit.
LCCCPC403	Apply life coaching interview skills	Communication and interview techniques, and stages within the life coaching interview are examined within this unit.
LCCCAC404	Apply techniques of cognitive approaches to life coaching	Cognitive approaches to life coaching are introduced including cognitive behavioural and neuro-linguistic programming.
LCCCTC405	Apply techniques of contemporary approaches to life coaching	The solution focussed and narrative approaches to life coaching are introduced.
LCCSCA406	Research and apply knowledge of specialist life coaching areas in life coaching practice	Specialist areas of coaching are explored including business, career, workplace, executive, health & wellness and life cycle coaching.
CHCPRP003	Reflect on and improve own professional practice	This unit covers the essential skills to evaluate your own coaching work through reflection and professional development.
BSBSMB401	Establish legal and risk management requirements of small business	Identifying and complying with key regulations and legislation in operating a coaching practice is a key focus of this unit.
BSBSMB404	Undertake small business planning	Developing an integrated business plan for achieving coaching business goals and objectives is undertaken in this unit.



## Diploma of Life Coaching

10663NAT

Unit of Competency	Title	Overview of Unit
LCCFCC402	Facilitate change through life coaching	This unit introduces the skills and knowledge required to work within a life coaching framework with clients on life coaching issues.
LCCCPC403	Apply life coaching interview skills	The life coaching model is introduced with the process of coachee change being explored in this unit.
LCDNLP501	Apply neuro-linguistic programming in life coaching	Assessing and responding to coaching client needs using the skills and techniques of NLP is studied in this unit.
LCDNCA502	Apply the narrative approach in life coaching	The skills and techniques of the narrative approach to life coaching is explored in this unit.
LCDSFC503	Apply the solution focused approach in life coaching	This unit covers how to use the techniques of the solution focussed approach to support coachees.
LDCBC504	Apply the cognitive behavioural approach in life coaching	This unit explores applying the techniques of the cognitive behavioural approach in the coaching relationship.
LCDACS506	Integrate life coaching techniques in complex coaching work	Integrating the skills and techniques of coaching approaches into coaching interviews is examined in this unit.
LCDCTT505	Develop and apply specialist life coaching tools	This unit investigates how to develop specialist coaching tools to work with individual client situations.
BSBLED806	Plan and implement a coaching strategy	This unit covers planning and developing a coaching strategy and program within an organisation.
CHCPRP006	Lead own professional development	Students learn how to analyse their own values, goals and professional well-being to sustain professional effectiveness.
BSBSMB302	Develop a micro business proposal	Researching the feasibility of a business opportunity and presenting a business idea are included in this unit.
BSBMGT617	Develop and implement a business plan	This unit steps students through the development and implementation of business plans.
BSBSMB405	Monitor and manage small business operations	Implementing a business plan and modifying operations as required are an important emphasis in this unit.
BSBSMB403	Market the small business	This unit covers establishing clear marketing strategies to monitor and improve a business' performance.

# Specialty Streams

A notable feature of the Certificate IV in Life Coaching and Diploma of Life Coaching is that they are supported by a range of Specialty Streams including: Executive Coaching, Business Coaching, Workplace Coaching, Health & Wellness Coaching, Life Cycle Coaching and Career Coaching. Whilst the Specialty Streams do not form part of the accredited curriculum, each Specialty Stream has been specifically developed to provide you with the opportunity to gain a higher level of practical and theoretical knowledge in specific fields of coaching that are currently in high demand. You can complete as many Specialty Streams as you desire and will receive a Statement of Achievement for each completed stream.

## Executive Coaching

The Executive Coaching Specialty Stream provides a framework for coaches to work with executives within the corporate arena. Executives seek coaching for a variety of reasons including enhancing their time management skills, improving their motivation, managing stress levels, encouraging innovative thinking and advancing their leadership skills. Assisting an executive in maintaining a greater degree of balance between their work and personal life is also a common coaching scenario.

### Study areas covered

- ✓ Acquiring a knowledge of executive environments including business protocols, organisational structures and communication channels.
- ✓ Working to improve performance of a client who has managerial authority and responsibility.
- ✓ Understanding the link between improved executive performance and improved company performance.
- ✓ Helping the client to improve interpersonal relationships.
- ✓ Coaching interventions and techniques to use with executive clients. Strategies for time and stress management.
- ✓ Career consulting and coaching.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach.  
(Executive)

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Executive)

## Business Coaching

The Business Coaching Specialty Stream is ideal for Coaches wanting to assist business owners with issues relating to the establishment, growth and change in their business. Business Coaches can assist business owners establish an initial vision for their business, establish a business purpose, set and achieve goals, maintain motivation, monitor performance, manage stress and implement strategies for renewal and growth.

### Study areas covered

- ✓ Coaching interventions and techniques to use with business owners.
- ✓ Assisting business owners develop strategies for improved business performance and management.
- ✓ Developing Action Plans to identify and remedy business problems.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach.  
(Business);

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Business)

## Life Cycle Coaching

'Change' is an inevitable part of life and effective ways to help clients manage change greatly assists them lead a more fulfilled life. Life Cycle Coaching supports clients during life transitions and change related issues, including employment related changes, mid-life, changes to family structure, relationship changes and shifts in sense of purpose and life focus.

### Study areas covered

- ✓ Understanding the stages of the human life cycle, and the influences and issues that impact on the life cycle.
- ✓ Strategies for coping with life transitions.
- ✓ Applying life cycle coaching principles in a variety of life cycle coaching contexts.
- ✓ Assisting clients to manage change in their life.
- ✓ Awareness of the impact your own life cycle may have on your role as a Life Coach.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach. (Life Cycle)

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Life Cycle)



## Workplace Coaching

Workplace Coaching is a high-growth coaching specialty as companies become increasingly aware of how the attitudes and motivation of employees and workplace teams can impact overall company performance. Workplace Coaches work with both individuals and teams in the workplace setting in a variety of coaching situations including improving individual and team motivation and performance, clarifying visions and strategies, building positive work environments, helping individuals and teams to cope with change, and working with employees to identify workplace problems and implement solutions.

### Study areas covered

- ✓ Techniques for group coaching.
- ✓ Effective teamwork strategies.
- ✓ Strategies to remedy business problems and improve workplace functioning.
- ✓ Creating a shared vision and working towards common goals.
- ✓ The process of coaching for peak performance.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach.  
(Workplace)

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Workplace)

## Health & Wellness Coaching

General health and wellness is an important and growing area of concern for many. Health and/or Lifestyle Coaches work with clients to achieve balance between work and leisure pursuits, set health-related goals, formulate a holistic plan for self-care, and moderate self-defeating lifestyle patterns. It is a very rewarding field of coaching as clients make changes in their lives that positively influence their health, which in turn improves their self-confidence and outlook on life.

### Study areas covered

- ✓ The dimensions of health and wellness.
- ✓ Understanding the difference between 'health' and 'wellness'.
- ✓ The importance of a positive outlook and positive self-regard in achieving optimal wellness.
- ✓ Negative behaviours that impact a person's health and wellness.
- ✓ The nature of stress and strategies for the management of stress.
- ✓ Nutritional principles and the benefits of an active lifestyle.
- ✓ Strategies for achieving optimal health and wellness.
- ✓ Techniques to help clients change behaviours.
- ✓ Becoming aware of your own 'wellness' level and its impact on your role as a life coach.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach.  
(Health & Wellness)

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Health & Wellness)

## Career Coaching

Career Coaches work with clients on changes or transitions in their career to establish a career that aligns with their strengths and preferences. Career Coaching is useful for clients changing the direction of their career, transitioning from one work role to another or re-entering the workforce after an extended absence.

### Study areas covered

- ✓ Assessing job-personality fit and vocational suitability assessments.
- ✓ Appropriate coaching interventions for career transitions.
- ✓ Factors in career satisfaction.
- ✓ Developing a career plan.
- ✓ Strategies for clients to re-enter the workforce after extended absence.
- ✓ Supporting clients during the commencement of a new role.

### Postnominals upon completion

**Diploma Level Qualification**  
Your Name  
Dip. Life Coach.  
(Career)

**Certificate IV Level Qualification**  
Your Name  
Cert. IV Life Coach.  
(Career)

# Your Study Support System

The Institute is proud to set the benchmark for service and support in Coaching Education. We have set ourselves the goal: "To provide the highest standard in coaching education and support services in the industry."

Our programs are professionally developed to ensure that upon completion you have the confidence, skills and knowledge to be a highly effective and respected Life Coach. We understand though that fitting study into a busy lifestyle can be challenging. That's why we've developed a unique, completely flexible approach to Life Coaching education. We call it 'Flex Learning'.

Flex Learning is a methodology for the way in which we've developed, and deliver, the Certificate IV and Diploma of Life Coaching. Flex Learning puts you in control over when, where and how quickly you learn. With Flex Learning you are able to structure your course and preferred study methods around the many flexible delivery options available to you.

For instance, if you want to study full time you can choose to increase your practical contact time and fast track your studies to graduate sooner. Or perhaps like the majority of students you are working full or part time, and would prefer to integrate your studies around other important responsibilities. Well, Flex Learning gives you the best of both worlds, allowing you to self pace through your studies, integrating face to face practical content together with external support such as evening TeleClasses and an interactive student network.

Flex Learning allows you to complete your accredited Life Coaching course in the timeframe that suits you - and with the study and support structure that best meets your learning and lifestyle needs.

Through Flex Learning the Institute ensures your coaching education is the very best possible. Providing you with the Best Education, The Best Support and The Best Opportunities for the Future.

Enthusiasm finds the opportunities,  
and energy makes the most of them.

Henry Hoskins

## Specialised Curriculum and Learning Resources

Your course material has been carefully designed to maximise your learning experience and makes use of the latest education techniques from around the world. Your learning resources are professionally presented in a workbook format that includes all the resources, readings, worksheets, assessments and materials you will require to complete your course. You'll discover how easy the material is to follow as you progress through the assessments, each of which is referenced directly to the appropriate material in the workbook. This feature alone improves your overall comprehension and ensures you maximise your study time. Importantly, all your study material is included as part of your course. There is no additional cost for text books or other resource material.

## Your own on-call Mentor

You have access to a personal Coaching Adviser by phone and email for immediate study assistance. The Toll Free 1300 Study Assistance Hotline gives you direct access to your Coaching Adviser who will answer questions about assessment topics, clarify any concepts or information from your workbooks or readings, and provide personal coaching on completing your assessment. Your Coaching Adviser is available from Monday to Friday, 9am to 5pm (EST) to ensure you understand the learning material and are able to apply your knowledge to the activities and case studies you work through.

## Institute Website

The Institute website is a Virtual Campus where you can get study assistance, submit your assessments and see when the next events are scheduled. It's a great resource and is located at [www.lcia.com.au](http://www.lcia.com.au).

## Practical Group-Coaching TeleClasses

The theoretical component of some Units is supplemented with a two-hour TeleClass. TeleClasses aid the transition from theory to application. During a TeleClass, you will participate in an interactive group coaching and teaching environment. You can attend each TeleClass at any time after the workbook for the Unit covered in the TeleClass has been successfully completed. TeleClasses are scheduled regularly and include discussion of concepts and their application in a coaching environment, demonstration of skills, and practice of skill application. All TeleClasses are facilitated by an Institute Master Coach.

## Live Practical Skill Development Sessions

### Skill Assessment Workshops

When you are ready, and have completed the relevant written units, you have the opportunity to put your coaching skills to the test at the Skill Assessment Workshops. This is where you demonstrate to a qualified Life Coach that you can apply the knowledge and skills you have learned in a practical setting. In this supportive environment, your assessor will work with you one on one to perfect your skills, providing you with feedback and opportunities to learn and expand your knowledge and experience.

## Student Nurturing System

As a student, your local Student Fulfilment Centre will contact you by email or letter on a regular basis to keep you informed about services available to you. At the same time, they will provide you with useful study tips, coaching information and articles, and relevant website links to enhance your general coaching knowledge.

## Student Networking

If you would like to meet other students in your local area to network and study with, the Institute keeps a register of students that have expressed a desire to be a part of the student network program. This gives you the chance to set up a study partnership with another student, or group of students, to learn from and support each other throughout your studies. Inclusion in the student network is optional and is coordinated through your local Student Fulfilment Centre. Please note that student details are not released unless we have the student's prior authority to do so.

## A highly experienced Education and Support Team

Each member of the Institute's Academic Support Team meet comprehensive education and experiential standards. They have tertiary qualifications in an appropriate discipline, including years of industry experience and undergo relevant ongoing training and professional development. Each team member is an experienced Life Coach and is able to provide you with a higher level of insight and understanding underpinning the course content.

We believe we are the only Life Coaching educator in Australia to impose such a comprehensive Human Resource Standard on our education team. We do this to ensure that the information and support you receive is of the highest quality.

## Keep in touch with our fortnightly e-newsletter

Coaching Inspirations is the Institute's electronic newsletter. Emailed each fortnight, it's packed with informative coaching articles that complement your coaching studies. Subscribe to Coaching Inspirations at [www.lcia.com.au](http://www.lcia.com.au).





## Entry Requirements

The Institute has broad entry requirements to ensure people of all backgrounds have access to its courses.

### You are able to gain entry to the Certificate IV in Life Coaching if you have:

- ✔ Completed Year 12, OR
- ✔ Completed a Certificate III qualification, OR
- ✔ Demonstrate 2 years work experience where literacy and numeracy is required to undertake the work (if over 21 years of age).

### The entry requirements for the Diploma of Life Coaching are:

- ✔ Completed Year 12, OR
- ✔ Completed a Certificate IV qualification, OR
- ✔ Demonstrate 3 years work experience where literacy and numeracy is required to undertake the work (if over 21 years of age).

## Upon Graduation

Upon completion of all requirements of the qualification, you will be issued with a Certificate and Statement of Academic Record from Life Coaching Institute. Your qualification is issued by Australian Institute of Professional Counsellors Pty Ltd ATF AIPC Trust T/As Life Coaching Institute.

You will also receive a Statement of Achievement for each Specialty Stream you complete in addition to your qualification.

Due to the quality of the education provided by Life Coaching Institute and specialist and relevant coaching skills included in the courses, Graduates of Life Coaching Institute are uniquely positioned to offer coaching services and work in coaching-related capacities. Our goal from the moment you enrol is to help you develop and utilise your coaching skills to attain the lifestyle you desire.

## Your Guarantee of Education Excellence

As a prospective student we want you to know we stand behind our curriculum and our student support program: we believe we have the best coaching course in Australia. For that reason, we are proud to offer you our Guarantee of Education Excellence. If within 30-days of enrolling you are unable to continue for whatever reason, or you feel we have not lived up to our promise of education excellence, simply tell us and you will receive a full refund.

### When you enrol with the Life Coaching Institute, you are guaranteed:

- ✔ A highly recognised and accredited qualification;
- ✔ A high quality course designed specifically for ease of comprehension;
- ✔ Your application for enrolment to be processed the day it's received;
- ✔ Your course material dispatched to you within 24 hours (72 if received on a Friday or public holiday);
- ✔ Workshops in support of your program;
- ✔ A team of dedicated professionals on hand for academic and administrative support;
- ✔ A structured and caring student support program where we keep in touch with you regularly throughout your studies;
- ✔ A flexible payment option;
- ✔ The opportunity to defer your studies at any time throughout your course;
- ✔ Friendly and efficient service every time you call.

# Enrolling with the Institute

## Upon Enrolment

As a new student with the Life Coaching Institute, you can enrol into either the Certificate IV in Life Coaching or the Diploma of Life Coaching at the time of your enrolment.

If you enrol in the Certificate IV in Life Coaching, you are still able to progress into the Diploma of Life Coaching at any time after your Certificate IV course. You could also choose to complete one or more Specialty Streams before progressing into the Diploma course. You are welcome to complete as many Specialty Streams as you desire and will receive a Statement of Achievement for each one you complete.

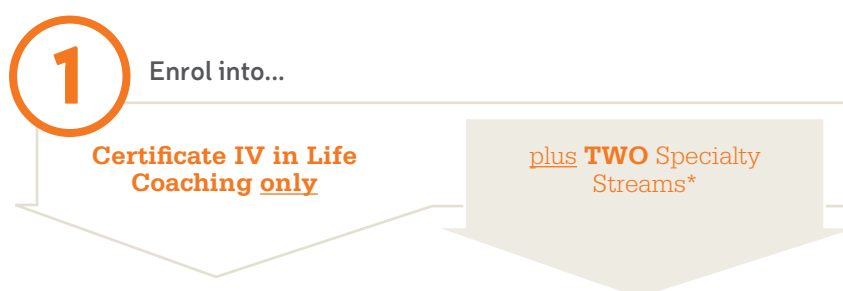
On the other hand, some students prefer to enrol directly into the Diploma of Life Coaching, and can then continue their studies with Specialty Streams if they wish. In addition to your Qualification Certificate, you will receive a Statement of Achievement for each Stream you complete.

As you can see, the choice is yours. The structure of the courses and Specialty Streams allows you to choose the course that suits your study and coaching needs and your future life coaching career goals.

**To enrol, visit [www.lcia.com.au](http://www.lcia.com.au) and complete the Online Enrolment form.**

### Enrolment Options

Below is a simple graphic to illustrate the enrolment options available to you. Students are encouraged to pursue their interests in specialised coaching streams. You are able to complete as many Specialty Streams as you wish.



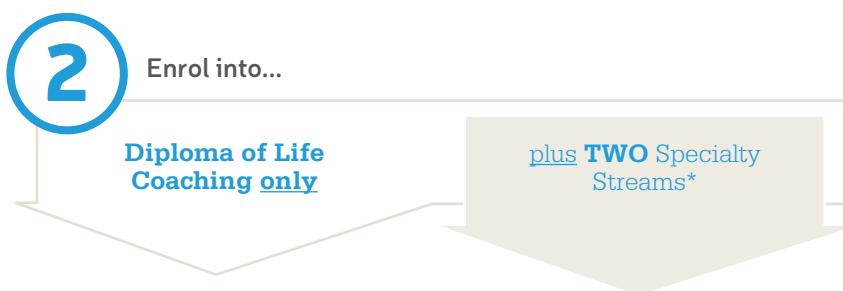
#### Graduate with...

Certificate IV in Life Coaching



Certificate IV in Life Coaching

Business Coaching  
Workplace Coaching



#### Graduate with...

Diploma of Life Coaching



Diploma of Life Coaching

Life Cycle Coaching  
Career Coaching



\* These are indicative specialty stream options only and you are not restricted in any way regarding which stream/s you elect to undertake.

Graduates of the Life Coaching Institute

gain the immediate marketplace recognition

and credibility they require when establishing

their coaching business.





# Frequently Asked Questions

## Q

### **Can I work as a Life Coach after completing my course?**

Yes, you can. Upon completing either the Certificate IV in Life Coaching or the Diploma of Life Coaching, you will have the confidence, knowledge and practical skills to help others make lasting changes in their lives. You will also have learned how to establish a successful coaching business and have the ongoing optional support of one of the industries largest and best known organisations.

## Q

### **Which course should I do, the Certificate IV or the Diploma?**

To make this decision, you need to consider a few initial questions such as: What do you plan to 'do' with your Life Coaching qualification? What level of knowledge do you want when you start practicing? What timeframe would you like to have your course completed within? And, How much do you want to invest on Life Coaching studies? Determining your goals for each of these questions will assist you determine which course you should enrol into.

If you are still not sure which course you should enrol into, please contact your local Student Fulfilment Centre and they will be happy to discuss your specific requirements further.

## Q

### **If I have studied before can I get academic credit toward the course?**

If you have been working in a related field or have completed related study you may be able to gain exemption from certain parts of the course via Recognition of Prior Learning (RPL). We have a very simple system for assessing exemptions and it means that you won't be asked to complete work you already have competency in. To obtain an RPL application package please contact your local Student Fulfilment Centre.

## Q

### **Do I have to complete my studies in a specified time?**

No, Institute courses are designed to allow you to work at a pace that suits you and your lifestyle. This is known as Self Paced Learning. What is most important is that you set yourself a goal and a study plan to suit. Students whose courses are funded by Centrelink, other agencies, or employers will need to be aware of specific guidelines set by their sponsors. If you would like assistance with setting up your study plan, please contact your local Student Fulfilment Centre.

## Q

### **Will I be able to receive Austudy while I study my course?**

The Certificate IV in Life Coaching is approved for Austudy and Abstudy funding. To find out further details about your eligibility, please contact the Centrelink Youth and Student Line on 13 24 90.

## Q

### **How do I apply for Austudy?**

1. Contact the Centrelink Youth and Student Line on 13 24 90 to obtain information about your eligibility for Austudy and an Austudy application form. They will be able to give you a good indication as to whether or not you will be eligible for funding on your individual circumstances.
2. Austudy requires a course commencement date to be submitted on your application. You receive this date the day a completed Enrolment Form is received by the Institute.
3. The Institute sends you a commencement verification letter that you should attach to your Austudy application. You then mail or deliver it to the Austudy Student Assistance Centre.

## Q

### **When can I enrol as a student?**

Because of the self paced nature of the course you are able to enrol at any time throughout the year. Academic support is available all year round. The earlier you start, the earlier we will be able to start working with you to help you achieve your goal of becoming a Life Coach.

## Q

### **What face to face contact can I have during my course?**

You have ample opportunity for face to face interaction and support at the series of practical workshops. Called 'Skill Assessment Workshops', you'll demonstrate your coaching techniques to an accredited Master Coach who'll critique your skills and provide valuable feedback, enhancing your abilities and skills as a Coach.

Presently, Skill Assessment Workshops are conducted in Brisbane, Sydney, Melbourne, Adelaide and Perth.

## Q

### **I don't have any qualifications and haven't studied for a long time. Do you think I could study with the Institute?**

Yes. Institute courses have been developed using the latest techniques to assist you with ease of comprehension and understanding. The course includes extensive explanation and real life examples and you will relate many of your personal experiences to what you read.

The specially prepared workbooks provided with your learning material identify important areas of study, direct you to the appropriate readings, and give you a very straight forward plan to follow.

The extensive Student Support Program offered by the Institute is the most comprehensive program available. This support is offered to you at all times throughout your studies and will provide all the assistance you require.

## Q

### **What help do you provide if I have a question and need assistance with an assessment?**

Our student support systems are the benchmark of the industry. There are a variety of support options available to you so that assistance is always close at hand.

If you have a question relating to any unit of work you can simply pick up the phone and call our national 1300 (cost of a local call) Study Assistance Hotline, Monday to Friday 9am to 5pm (EST). One of our friendly accredited Coaching Advisers will be on hand to assist you. You can also send your questions through by email and they'll be responded to within 24 hours.

Students also enjoy our FREE TeleClasses where you can interact with our accredited Coaches and other students to learn how to apply the skills learned in the Workbooks. You will be provided a schedule of TeleClasses in your enrolment kit.

## Q

### **How is coaching delivered?**

Coaching can be delivered in various ways, and the most suitable system is usually negotiated between the client and coach. A typical delivery system may include one 30-60 minute telephone session per week, email coaching in between and a single one on one session per month. Some coaches also do Group Coaching, including TeleClasses.

## Q

### **What is a TeleClass and how does it work?**

TeleClasses are scheduled regularly and are an essential part of the learning process to aid the transition from theory to application. You can attend each TeleClass at any time after the workbook for the Unit covered in the TeleClass has been successfully completed. Each TeleClass is conducted over two hours and typically includes discussion of concepts and their application in a coaching environment, demonstration of skills, and practice of skill application. All TeleClasses are facilitated by an Institute Master Coach.

To attend a TeleClass, you simply call into a central telephone number (normal call rates apply from your phone or mobile) and you're welcomed in with fellow students (who are also calling in) by your accredited Master Coach. It's like being in a classroom from the comfort of your home or office.

## Q

### **As a Life Coach, how much can I charge for my services?**

As a Life Coach in Australia approximately \$250 to \$500 per month is an acceptable average charge for Individual Coaching. For Executive, Corporate and Business Coaching you can generally charge more.

## Q

### **What kind of clients would I have?**

The types of clients you acquire vary according to your interest and your target market. Many coaches start with friends, acquaintances, and referrals. As you grow more confident in your skills and service you may coach professionals, business owners, executives, corporations, sales people, prisoners, children or just about anyone that has a desire to achieve more in their lives.

## Q

### **I've been coaching people for years, why do I need to get a qualification now?**

By gaining a coaching qualification now, you achieve two very important things:

1. You put a framework, a methodology and a process around the natural skills and abilities you have as a leader and mentor; skills and abilities you may have put into practice throughout your working and family life to date.
2. You'll receive immediate recognition, acknowledgment and credibility from your work colleagues and prospective clients that will significantly add to your confidence and ability to continue to make a difference in their lives as a trusted confidant.

If you already have practical experience as a Coach but no formal qualifications, you may be alienating yourself from the unlimited opportunities professional coaching will provide in the future. Put yourself in the shoes of a prospective client and ask yourself the question: 'If I had the choice of working with a Coach with accredited qualifications or one that hasn't (if all other things were equal), who would I choose? The answer becomes obvious.

And with the Life Coaching Institute's Recognition of Prior Learning process, you can gain your qualification without having to repeat areas that you already have competence in.

## Q

### **Do coaches specialise?**

Most certainly. Many Life Coaches specialise in areas that compliment their existing skills and experience. Some of the specialist areas you will find successful Coaches practicing in include: corporate, career, lifestyle, health & fitness, weight management and youth coaching.

## Q

### **What options do I have if I don't want to set up a coaching business when I complete my studies?**

Coaching skills and expertise have an extremely broad application and appeal in business and family environments. By investing in yourself and gaining accredited coaching qualifications, you'll add significant value to your workplace, family and friends and your own life.

As the competitive nature of our workplace increases, those with qualifications that can add to the wellbeing and emotional support of others will be highly sought after. If you were looking to employ or promote someone in your workplace and you had the choice of two people, one with nationally recognised and accredited qualifications as a Life Coach and the other without, who would you offer the position to?

As a parent or someone with close family and friendship ties, you'll be able to use your coaching skills to support, guide and influence those who are important in your life.

A survey conducted by the National Study of the Changing Workforce, Families and Work Institute found that 70% of working fathers and working mothers report they don't have enough time with their children. How you utilise your time with them and your ability to assist in development of their knowledge and understanding will have a profound affect on their lives and ability to fulfil their potential.

## Q

**Are there any other course costs other than those listed on the application form?**

All your learning materials including Workbooks and Readings are provided as part of the course. You don't have to purchase any other study materials such as text books. There are nominal attendance fees for tutorials and assessment of your practical skills. The nominal attendance fees for Skill Assessment Workshops, Private Coach Assessments and Video Assessments are noted on the application form.

## Q

**How do I commence my studies with the Institute?**

Application to become a student is made by completing the Online Application Form at [www.lcia.com.au](http://www.lcia.com.au). You may also enrol via the Free Call Easy Enrolment Telephone Service by calling your Student Fulfilment Centre.

Please note that there are a number of course investment options and that substantial savings apply for upfront payment of your course as this saves the Institute in administration and bank fees.

As a student, you are assured of ongoing support and have a wonderful opportunity to meet others in an Australia wide network.

The Institute's dedication to maintaining affordable tuition fees, and a professional, contemporary, ethical approach to education is your assurance that we place student wellbeing before all else.

# Hear from some of our graduates



*Ellie Rentoul  
Business and Life Coach*



"No matter what was going on in my personal life, the staff at the LCIA have ALWAYS made me feel welcome and supported.

I cannot praise the staff at the Institute more: they were my shining light and a consistent voice during these challenging yet very rewarding times."

**Ellie Rentoul**



"When I decided to become a Wellness Coach, I knew that I needed to obtain a nationally recognised formal qualification. After much research I chose the Life Coaching Institute Australia. The course provided a highly effective and focused approach to help when it was time to establish my own coaching business. Now I have the knowledge and skills to help clients in reaching their goals."

**Joy Whyburn**



*Joy Whyburn  
Professional Life, Health  
& Wellness Coach*



*Simone Disborough  
Managing Director*



"Having decided to start up my own executive coaching business, I realised I would need specialized training that would provide me with a professional and accredited coaching qualification – which was my prime reason for choosing LCIA. I completed the standard Cert IV Certificate in Coaching and also achieved the Diploma of Coaching along with my specialty stream - Certificate of Executive Coaching. Throughout the process I was very impressed with the level of support on offer as well as the high calibre of the LCIA trainers. For these reasons, I have no hesitation in recommending LCIA as the first port of call to anyone who is embarking on a career in coaching."

**Simone Disborough**





# Student Information

The Institute is committed to supporting students and has documented this commitment in a number of student policies contained in the Student Handbook. The full version of the student policies is available by accessing the Institute's website at [www.lcia.com.au](http://www.lcia.com.au) or by visiting the Downloads menu item in the Students section of the site.

The Institute recommends that you read these policies prior to applying for enrolment. The student policies cover the following areas:

## **Rights and Obligations**

Under the training arrangement, both the Institute and its students have various rights and obligations. Details of each party's rights and obligations are included in the Rights and Obligations statement in the Student Handbook available in the students section of the Institute's webpage.

## **Recognition of Prior Learning**

Recognition of Prior Learning is the recognition of skills and knowledge obtained through previous education, training or experience, which may entitle a student to a unit exemption.

Individuals who consider they possess the skills and knowledge of one or more of the Diploma of Life Coaching or Certificate IV in Life Coaching competencies are able to apply for Recognition of Prior Learning (RPL) through the Institute's Credit Transfer Application Kit. Details of the Recognition of Prior Learning process and the Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the Institute's Head Office by phoning TOLL FREE 1800 683 884.

## **Mutual Recognition (Credit Transfer) of Qualifications**

The Life Coaching Institute recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. Students who have completed any of the units listed in the Course Overview are able to apply for Transfer of Competency.

If similar units to those listed in the Course Overview have previously been completed, you are able to apply for Recognition of Prior Learning. Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the Institute's Head Office by phoning TOLL FREE 1800 683 884.

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward it to the Institute, along with certified copies of your results in these units.

## **Access and Equity**

The Life Coaching Institute acknowledges the diverse nature of the population and aims to meet the educational need of all students, irrespective of their background. Our Access and Equity Policy ensures that equity principles for all trainees are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.

Please refer to the Student Handbook for further details relating to the Institute's Access and Equity Policy at the "Students" section of the Institute's Web Page at: [www.lcia.com.au](http://www.lcia.com.au), or request a copy of the handbook from the Institute's Head Office by phoning 1800 683 884.

## **Language, Literacy and Numeracy Assistance**

The Life Coaching Institute has a process in place to identify students with language, literacy or numeracy difficulties. Details of the Institute's Language, Literacy and Numeracy assessment can be obtained from the Student Handbook at the "Students" section of the Institute's Web Page at: [www.lcia.com.au](http://www.lcia.com.au), or request a copy of the handbook from the Institute's Head Office by phoning 1800 683 884.

## **Student Conduct**

The Life Coaching Institute is a professional educational institute. LCI staff are required to provide a high level of educational and administrative service to all enquirers and students.

To maintain the integrity of this service, students also have certain obligations and are requested to abide by the Institute's Student Conduct Policy. Details of the Student Conduct Policy may be obtained from the Student Handbook at the "Students" section of the Institute's Web Page at: [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 683 884.

## **Complaints**

The Life Coaching Institute has a fair and equitable process for dealing with grievances and complaints. In the event that grievances cannot be resolved internally to the student's satisfaction, the student will be advised of the appropriate external body where they can seek further assistance.

Details of the Institute's Complaints Policy can be obtained from the Student Handbook at the "Students" section of the Institute's Web Page at: [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 683 884.

## **Appeals**

The Life Coaching Institute provides an avenue for students to appeal decisions made or awarding of course and unit results by an independent panel. Students are able to appeal against their results within 28 days from issue of the result.

Further details of the Institute's Appeals Policy can be obtained from the Student Handbook at the "Students" section of the Institute's Web Page at: [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 683 884.

## **Protection of Student Fees Paid in Advance**

LCIA is a member of the ACPET ASTAS and also has a Bank Guarantee in place to protect students fees paid in advance.

Further details on the Institute's Protection of Student Fees Paid in Advance Policy can be obtained from the Student Handbook at the Students section of the Institute's Web Page at [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 633 884.

## **Fees for Additional Items**

While all fees to complete the Diploma of Life Coaching and Certificate IV in Life Coaching are disclosed on the Application Form, and all learning materials are provided to successfully complete the program are included in the course fees, there are some optional items and services that students may need to pay additional charges for from time-to-time during their course of study.

Further details on the Institute's Fees for Additional Items can be obtained from the Student Handbook at the Students section of the Institute's Web Page at [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 633 884.

## **Re-issuing Certificates and Statements of Attainment**

In the event of loss, damage, destruction or a change of name, students are able to request a reprint of their Certificate, Academic Record and/or Statement of Attainment by completing the 'Request to Re-issue Certificate/Statement of Academic Record/Statement of Attainment' Form.

Further details on the Institute's Re-Issuing Certificates and Statements of Attainment can be obtained from the Student Handbook at the Students section of the Institute's Web Page at [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 633 884.

## **Teachout of Courses**

The Institute is obligated to keep its courses up to date with industry and educational requirements. If updating of a course leads to a new version of the course being released, students enrolled in the current course will be advised of a timeframe in which the current course will be taught out. In the event of not completing their course before the teach out date, students will be able to transition to the new course, and receive RPL towards units in the new course for components already completed in their current course.

Further details on the Institute's Teachout of Courses can be obtained from the Student Handbook at the Students section of the Institute's Web Page at [www.lcia.com.au](http://www.lcia.com.au) or request a copy of the handbook from the Institute's Head Office by phoning 1800 633 884.

## Notes

[illegible]

# Notes

[illegible]



# Institute Student Fulfilment Centres

## Queensland

PO Box 484, Carina QLD 4152  
336 Stanley Road, Carina QLD 4152  
Phone: (07) 3843 6055  
Fax: (07) 3843 3599  
Toll Free: 1800 108 000  
Email: [brisbane@lcia.com.au](mailto:brisbane@lcia.com.au)

## Sydney

PO Box 3635, Parramatta NSW 2124  
Level 4, Suite 1, 60 Macquarie Street, Parramatta NSW 2150  
Phone: (02) 9687 9088  
Fax: (02) 9687 9698  
Toll Free: 1800 683 882  
Email: [sydney@lcia.com.au](mailto:sydney@lcia.com.au)

## Melbourne

GPO Box 716, Melbourne VIC 3000  
Suite 3, Level 9, 474 Flinders Street, Melbourne VIC 3000  
Phone: (03) 9629 2265  
Fax: (03) 9620 0365  
Toll Free: 1800 683 883  
Email: [melbourne@lcia.com.au](mailto:melbourne@lcia.com.au)

## South Australia

PO Box 21, Edwardstown SA 5039  
616 South Road, Glandore SA 5037  
Phone: (08) 8297 2271  
Fax: (08) 8297 5177  
Toll Free: 1800 683 880  
Email: [adelaide@lcia.com.au](mailto:adelaide@lcia.com.au)

## Western Australia

PO Box 7264, Karawara WA 6152  
Unit 5, 14 Brodie Hall Drive, Bentley WA 6102  
Phone: (08) 9277 4049  
Fax: (08) 9277 4063  
Toll Free: 1800 683 881  
Email: [perth@lcia.com.au](mailto:perth@lcia.com.au)

## Northern Territory

PO Box 484, Carina QLD 4152  
336 Stanley Road, Carina QLD 4152  
Phone: (07) 3843 6055  
Fax: (07) 3843 3599  
Toll Free: 1800 108 000  
Email: [brisbane@lcia.com.au](mailto:brisbane@lcia.com.au)

## Tasmania

PO Box 484, Carina QLD 4152  
336 Stanley Road, Carina QLD 4152  
Phone: (07) 3843 6055  
Fax: (07) 3843 3599  
Toll Free: 1800 108 000  
Email: [brisbane@lcia.com.au](mailto:brisbane@lcia.com.au)

## Head Office

**Toll Free: 1800 683 884**

Locked Bag 15, Fortitude Valley QLD 4006  
47 Baxter Street, Fortitude Valley QLD 4006  
Phone: (07) 3112 2000  
Fax: (07) 3257 7195  
Email: [info@lcia.com.au](mailto:info@lcia.com.au)

