LIFE COACHING INSTITUTE

Student Handbook

January 2026

RTO Provider Name: Life Coaching Institute (Aust) Pty Ltd T/As
Life Coaching Institute
RTO Code: 30910

The information and policies contained within this Student Handbook were current on the date of printing. Information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to the Institute's website for a current version of the handbook.
www.lcia.com.au

Contents

Welcome **2**
About the Institute **3**
Contacting Us **4**
Studying with the Institute **5**
Study Assistance 5
Practical Skill Assessments 5
Getting Started **6**
Study Time 6
Study Tips 6
Assessment Procedures 7
Submitting an Assessment Book 8
Study Queries 9
Practices, Policies and Procedures **10**
Code of Practice 10
Student Rights and Obligations 10
Student Agreement 11
Privacy Notice 12
Access and Equity Policy 14
Language, Literacy and Numeracy Assistance 15
Privacy and Personal Information Policy 17
Total Costs and Fees 19
Course Cancellation Policy 19
Fees for Additional Items 19
Teachout of Courses 19
Protection of Student Fees Paid in Advance 19
Student Change of Address and Transfers 20
Competencies to be Achieved 20
Qualification to be Granted 20
Re-issuing Certificates and Statements of Attainment 20
Recognition of Prior Learning 20
Mutual Recognition (Credit Transfer) of Qualifications 20
Student Conduct Policy 24
Learning Materials 25
Facilities and Equipment 25
Coaching and Support Services 25
Copyright 26

Welcome

Thank you for becoming a student at the Life Coaching Institute.

On behalf of the LCI team, I would like to take this opportunity to welcome you to the Institute.

Life Coaching is a specialised profession, dedicated to bringing about positive change in people's lives. The training we provide is developed by highly qualified and experienced coaches to ensure you obtain the fundamental coaching skills to evoke positive change.

All of the materials that you will need to complete your course are available to you through LCI's online learning portal: My.LCI. My.LCI also includes helpful information and resources to engage in and progress your course. Please feel free to supplement your studies with general reading in the coaching area, however, please be careful not to confuse coaching with other professions.

Please remember that all Institute learning materials, other documents and recordings are fully protected by copyright and other registrations, and as an Institute member we ask that you do all you can to protect our unique information and methodology. All Institute material is prepared by qualified and experienced professionals and for this reason we actively seek your help to protect against plagiarism.

I wish you all the best as you commence your studies. Of course, if you have any questions regarding the Institute or your course, please contact your Student Support Centre.

Kind regards,

Sandra Poletto
Chief Executive Officer
Life Coaching Institute

About the Institute

The Life Coaching Institute was launched in September 2002 after almost two years of research and development. Over the years there has been a surge of interest in the Life Coaching industry and many people have asked the question of how to become a Life Coach. It was this question, reinforced by an obvious gap in life coaching education that resulted in the first of the Institute's unique courses being prepared.

Numerous individuals have stated they have had a desire to study coaching but were either unable, or unwilling, to attend lectures or make an upfront payment. Therefore, there was a distinct need for a course which was flexible; could be completed within a reasonable timeframe; was priced so that most people could afford it; had real value of application, high academic and applied content; and which suited a high demand and growing industry.

Since that time, the Life Coaching Institute has established itself as Australia's leading Life Coaching educator, offering the Nationally Recognised Certificate IV in Life Coaching Practice. The course, which has specialist streams, are offered through a network of Student Fulfilment Centres, located throughout Australia. Each Student Fulfilment Centre is overseen by a manager who is responsible for general administration and the well-being of students within a given area.

The Life Coaching Institute is a Registered Training Organisation (RTO) (Provider Number 30910) and a private provider of education in the specialised field of Coaching. The Institute is managed by an Executive Committee, which reports to and works with the Directors.

The educational function of the Institute is provided by a team of Coaching Advisors, Tutors and Presenters who have tertiary qualifications in Counselling, Behavioural Science, Psychology or another appropriate discipline, several years of practical coaching experience as well as recognised instructional skills.

The Institute prides itself in delivering "Value and Flexibility in Accredited Life Coaching Training". All our courses and support programs have been developed with this in mind. You will find our progressive, flexible, self-paced learning puts you in control over when, where and how quickly you learn.

Upon acceptance of your enrolment with the Institute you will receive access to your e-Campus which includes access to your learning materials, all of which have been specifically designed to make your studies as conducive to learning as possible.

Should you require assistance with your studies, do not hesitate to contact a Coaching Advisor on **1300 135 363**. If you have any administrative enquiries, please contact your local Student Fulfilment Centre. The personalised service offered by the Institute ensures that your queries will be attended to as quickly and efficiently as possible.

Contacting Us

Head Office

Level 2, 230 Brunswick St
Fortitude Valley QLD 4006

Telephone: (07) 3112 2000
Email: info@lcia.com.au

Queensland, New South Wales and ACT

Student Fulfilment Manager
Jacqui Harris

Level 5, Suite 1
31-39 Macquarie St
Parramatta NSW 2124

Telephone: (02) 9687 9088
Email: sydney@lcia.com.au

Victoria and Tasmania

Student Fulfilment Manager
Kyle Best

Level 2, 368 Elizabeth St
Melbourne VIC 3000

Telephone: (03) 9629 3444
Email: melbourne@lcia.com.au

Northern Territory and South Australia

Student Fulfilment Manager
Jacqui Mudrovcic

Level 1 and 2 ICHM Campus
131-139 Currie St
Adelaide SA 5000

Telephone: (08) 8297 2271
Email: adelaide@lcia.com.au

Western Australia

Student Fulfilment Manager
Jacqui Mudrovcic

170 Wellington St
East Perth WA 6004

Telephone: (08) 9277 4049
Email: perth@lcia.com.au

Study Support

Phone: 1300 135 363

Email: Advisor@lcia.com.au

Studying with the Institute

Study Assistance

Should you need help or assistance with any of your units or learning material, Coaching Advisors are readily available to help you on the Institute's Study Assistance Hotline. Study assistance is available to students throughout Australia for the cost of a local call by telephoning 1300 135 363. The Study Assistance Hotline is open from 9am to 5pm (EST), Monday to Friday. You can also email an advisor at any time at: advisor@lcia.com.au.

Worrying about a problem that can easily be resolved is not productive, so please phone for assistance (not results) whenever you are unsure about what is required. Remember that Coaching Advisors are dedicated to helping and supporting you throughout your course so take advantage of their insights and call them whenever it is necessary.

Practical Skill Assessments

There are practical skill assessments that must be completed as part of the course curriculum The practical elements can be completed by attending a series of two-day **Skill Assessment Workshops** - 3 workshops for the Certificate IV of Life Coaching and 7 workshops for the Diploma in Life Coaching. Detailed below are the options available to complete each assessment:

1. Submit your skills via video link*
2. Attend an Small Group Workshop* *(Students seeking future International Coaching Federation accreditation must choose this option for all practicals)*
3. Have a Private Coach assess your skills*

Further information regarding your practical assessments will be provided to you once you nominate how you would like to complete each assessment.

Please note that as each practical assessment is based upon the practical application of a part of the course theory, unit pre-requisites for each practical assessment need to be completed before they can be attempted. It is advisable that the practical components are completed progressively through your course to ensure that the relevant skills and knowledge you have gained through your assessment book can be put into practice through the practical assessment.

* Nominal attendance fees apply as disclosed on the Application Form.

Getting Started

The Institute's flexible learning approach puts **you** in control over when, where and how quickly you learn. You can work full or part time through your course materials and integrate your studies around other important responsibilities. The choice is yours.

Study Time

At times, having a great deal of flexibility may result in difficulty motivating yourself. It is important that you set regular study times for yourself and endeavour to keep to your schedule. Try to work for periods of approximately two hours at a time with a short break after you have been working for about 70 minutes. Adjust this '2 hour' guideline to suit the study of a section of your Study Guide, as it is important that you do not break for long periods of time (more than an hour) when studying a particular topic. If you do have a break for a longer time part way through a topic, it is a good idea to revise what you have read before you continue.

Study Tips

There are some very simple things that you can do to make your studies a more pleasurable and rewarding experience. Here are 14 simple study tips that we recommend you apply to get your studies started on the right track.

1. 

Set aside time to study **each week** and endeavour to stick to your schedule. When considering how much time to dedicate each week think about how quickly you want to work through your course and how much time you can realistically dedicate to your studies. Once you've worked that out, get specific about the time and arrange your study into specific timeslots. Think about how your study would be structured if you were attending classes. It may even pay to think of your allocated time slots as classes so that you are mentally more committed to your study schedule.

2. 

Designate an area specifically for studying. Having an area specifically set aside for study will make it much easier to get into the right frame of mind for studying. If you keep this habit up, you should find yourself automatically thinking about studying whenever you are in the designated area. It is also important to organise your desk and room so that everything that you need to study is easily accessible. Good overhead lighting is also important.

3. 

Avoid distractions. Concentration is required to study effectively, and this cannot be done if you are regularly distracted by other people or background noises. So, try not to study in a location where you may be distracted by other activities that you may wish to become involved in.

4 

Every time you begin studying, spend 10-15 minutes revising what you have previously learnt. Reviewing pertinent facts and theories will help you retain key concepts of your studies that you may need to be drawn upon in future Study Guides.

5. 

Highlighter pens and *post-it* notes are great study tools for highlighting key passages worth reviewing. Recording the main points of your studies on a digital file that you can replay and listen to is another great way to reinforce learning – you may even find the recording beneficial to listen to while doing household chores or driving. Summarising main points on a piece of paper or file card may also assist you to retain key information from your readings and Study Guides.

6. 

If you need help or assistance with any of your units or learning material, call the **Study Assistance Hotline**. Coaching Advisors are readily available to help you between Monday to Friday, 9 am to 5 pm (EST). Worrying about a problem that can easily be resolved is not productive so please call for study assistance whenever you are unsure about what is required. Always remember that Institute Coaching Advisors are available to help and support you throughout your course.

7. 

A short break every 30-40 minutes away from where you are studying will help you retain information more effectively. Especially if you schedule exactly what you need to accomplish in each session before earning your breaks. Rewarding work with breaks can be a great motivating tool.

During your breaks get your circulations pumping by stretching your legs or going for a walk. Let your breaks be a time to think about other things and aim to have a 5-10 minute break every hour.

8. 

Proofread. Look for common grammatical and spelling mistakes and if you are using a computer run spell check before printing or submitting your assessment.

9. 

When all questions and activities for each section of an assessment are complete ensure that your name and student number are on the assessment before submitting the assessment for marking.

10 

When submitting video assessments, it is important to check that your recording is clear.

11 

Always keep copies of your assessments (including video assessments). It's wise to have copies for your own records anyway.

12 

Visit LCI's website regularly at www.lcia.com.au and subscribe to Coaching Inspirations, that is of course if you're not already subscribed. The Institute website and Coaching Inspirations will help keep you up to date with what's going on at the Institute.

13 

Maintain a positive attitude towards your studies. Always keep in mind the reason you chose to study Life Coaching and don't lose sight of that goal. Stick to the study timetable you have set yourself and set realistic goals to be achieved in that timeframe. There's an old saying "If it's going to be, it's up to me" so stay determined and persevere. If you keep at it, then before you know it you will be graduating as a qualified Life Coach.

Assessment Procedures

Unit questions are designed to allow you to express your understanding of the theory and its application to coaching issues. Whilst assessments are not a test of your grammar or spelling ability, care in these areas will make your work easier for the marker to read and understand.

The Certificate IV in Life Coaching Practice is comprised of 10 core Units. A Study Guide and Assessment Book is supplied for each unit and contains all the activities and questions you need to complete for the unit. Please undertake each Study Guide and Assessment Book in numerical order.

Begin study of each Study Guide by starting at Section One of the corresponding booklet. Read the questions, information, and activities carefully and highlight the key points. Your Study Guide will also direct you to where you will find the theoretical information that you will need to refer to. In most cases the information has been supplied to you as a part of your course package in a Book of Readings for your easy reference. Refer to the Reading section specified and read the relevant parts of the text. Avoid copying blocks of the text, make notes on the main points before attempting to write your answer in your Assessment Book. After downloading a Unit's Study Guide and Assessment Book from My.LCI, complete the questions in the Assessment Book and upload through My.LCI for marking. Please undertake each Study Guide in numerical order.

Your work will be graded as either 'Competent' or 'Not Yet Competent'. In instances where a grade of 'Not Yet Competent' is given, the Assessment Book will be returned to you with comments from the marker who will recommend how to improve the Assessment Book. You may then resubmit the amended Assessment Book for grading. If after several attempts Competency is not achieved, then it may be necessary to be interviewed by an Institute Coaching Advisor.

Submitting an Assessment Book

When all of the questions and activities for each section of an Assessment Book have been completed, your Assessment Book can be submitted via My.LCI for marking.

Use the following as a checklist before submitting each Assessment Book:

- Have all questions and activities been completed and filled in?
- Is your name and student number included inside your Assessment Book?
- Have you made a copy of all of your work?

Submit completed Units via your e-Campus, My.LCI.

Whilst we do our best to have your Assessment Books marked and returned to you as quickly as possible, you may need to allow up to two weeks for their return.

Study Queries

Following are some common questions asked by students, as well as some suggested answers. If you have any further questions, please call for assistance.

Q. Do I have to stick to the number of words indicated?
A. The approximate number of words it may take you to complete an Assessment Book or part of an Assessment Book are presented to give you some idea of how much work may be required to successfully answer the question.

The approximate number of words can also be used as an indicator of the depth of information required. For example, if you are well under the approximate number of words you may need to ask yourself whether you have been too superficial in your coverage of the Study Guide or part of a Study Guide. If you are well over the word limit, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

Q. Can I send in more than one Assessment Book at a time?
A. We recommend that you undertake and submit each Assessment Book in numerical order. If for some reason you need to submit more than one Assessment Book at a time, please discuss your situation with the Manager of your Student Fulfilment Centre and they will advise you as to whether you are eligible to do so.

Q. What does it mean if I am assessed as "Not Yet Competent" or "NYC" for a particular unit?
A. "Not Yet Competent" or "NYC" means that your work is incomplete or that you have not included some important information or adequately demonstrated your understanding of the information. In this case you should follow the examiner's recommendations for improvement. There are no penalties for a grade of Not Yet Competent. If you are not sure why you have been requested to resubmit an Assessment Book, please contact a Coaching Advisor. Please send your original Assessment Book attempt in with the re-submitted Assessment Book.

Q. What does it mean if my assessment book is returned unmarked?
A. There are a few reasons why an assessment book may be returned unmarked. Part of the assessment could be missing or in the wrong place (e.g., no signed declaration, resubmission not in the proper box); the wrong assessment book has been uploaded, or the marker has identified lengthy or plagiarised answers. The exact reason will be included in the email notification. All you need to do is review your assessment book for completeness and correctness and then upload again.

Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with the Institute. To allow for effective communication between the Institute and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Should you have any queries about the following, please contact your local Student Fulfilment Centre.

Code of Practice

The Life Coaching Institute advises that it:

- Has adopted policies and management practices which will maintain high professional standards in the marketing, delivery and assessment of its courses in compliance with the RTO Standards, and which will safeguard the interests and welfare of course participants.
- Markets courses with integrity, accurately and in a professional manner and supplies to participants information that includes:
    - procedures and criteria regarding courses and workshops,
    - award to be issued on completion or part completion,
    - competencies to be achieved to obtain the award,
    - a copy of the Course Cancellation policy,
    - assessment procedures,
    - recognition of qualifications issued by other RTOs,
    - how to apply for Recognition of Prior Learning,
    - complaints procedures,
    - appeal procedures
    - behaviour and conduct expectations,
    - coaching, education and support services available.
- Guarantees that the recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the curriculum.
- Agrees to provide the study support services detailed on its website and in the course prospectus.
- Issues the qualification completed and recognises qualifications issued by other RTOs.
- Will issue the qualification/statement of attainment within 30 days of the student's completion of course/unit requirements and finalisation of the student's course fees.
- Complies with relevant laws and Commonwealth and State legislation; and regulatory requirements including, but not limited to, the areas of: Education and Training, Work Health and Safety, Privacy, Anti-Discrimination, Equal Opportunity, Child Protection, and Working with Children.
- Is aware that registered training providers who do not meet the obligations of this Code or supporting regulatory requirements, where applicable, may have their registrations as training providers withdrawn.
- Will honour all guarantees outlined in this Code of Practice.

Student Rights and Obligations

Successful learning is achieved within an environment of mutual respect between students and their educators.

Students have the right to:

- Receive a course experience, and learning and assessment materials, that comply with industry and regulatory requirements.
- Receive the study support services detailed on the Institute's website and included in the marketing of the course.
- Participate in assessments that enable the competencies of the course to be achieved and to be assessed in environments free from discrimination and harassment.
- Receive appropriate feedback on their work.

- Submit complaints and appeals as per the Complaints Policy and Appeals Policy.
- Obtain a refund in the event the course or services are not provided or made available by the Institute, or in accord with the Course Cancellation Policy if the student withdraws from their course.
- Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees or obtain a statement of attainment (for units fully completed and finalisation of fees) upon withdrawal from the course.

Upon acceptance into their course, students are obligated to:

- Abide by the terms outlined in the Student Agreement and the policies included in the Student Handbook (publically available on the Institute's website).
- Maintain up-to-date payment of their fees and make a concerted effort to commence, progress and complete their course.
- Participate in and complete all required assessments for the course.
- Seek assistance with their studies through the study support services advertised on the Institute's website and outlined in the Student Handbook.
- Seek advice from their Study Support Centre or Study Assistance Line as needed to assist with progress of their course.

Student Agreement

Upon enrolment into your nominated course, you have signed an Application Form. The Application Form includes the following Student Agreement statement:

By enrolling in a course with the Life Coaching Institute (LCI) you agree to the following terms and conditions, whether you have read the terms and conditions or not.

Upon submission of my enrolment, payment (or part thereof) of my tuition, and acceptance into the course by LCI, LCI will send me, or make available to me, the course material for my course. I understand that access to my course material is progressive, based on my progress through the course. I understand my rights and obligations as a student as outlined in the Student Handbook and this Student Agreement, that these may be updated from time to time, and I will remain bound by the terms including any varied terms. The information I have provided in my course application is truthful and will be viewed by LCI and/or its nominee only, in accordance with LCI's Privacy Notice. I accept the decision of LCI regarding my initial application for enrolment and my ongoing enrolment as final.

I acknowledge and understand that LCI incurs initial and ongoing costs associated with my enrolment, whether I progress academically in my course or not. I agree to LCI's Course Cancellation Policy and agree that should I cancel from the course within 30 days of my enrolment, then I will receive a full refund of monies paid to LCI in respect of my course enrolment. I understand that if I cancel from the course more than 30 days after my enrolment, but prior to three months after my enrolment date then I am liable for 50% of the total cost of the course. I further agree that if I discontinue my course three months or more after the date of my initial enrolment, I will be liable for the full cost of the course, irrespective of whether I have paid that due amount in tuition at the date of my cancellation, and irrespective of my academic progress in the course at the date of cancellation.

I acknowledge and understand that I have a maximum of five (5) years from the date of enrolment to complete my LCIA course. At the conclusion of the five-year period, my enrolment will be deemed concluded and a Statement of Attainment will be issued for any units completed.

I understand that should I wish to cancel my course; I must submit my request to cancel by email to the nominated email address in the Course Cancellation Policy, outlined in the Student Handbook. I further agree that should my tuition fees become two or more months in arrears I am immediately liable for the full cost of my course enrolment.

I acknowledge that I need to have access to a modern computer to undertake my studies, and the system should have a minimum of the following specifications:

- *Windows 11 or later operating system*
- *Microsoft Office 2013 or later software programs*
- *Internet connection with a minimum of 1.5Mbps upload and download speeds.*

All Books, Workbooks, Readings, Assessments, Logos, Concepts, Videos, Documents and Recordings that are made available to me or received by me from LCI are protected by copyright and I agree that I will not sell, reproduce, copy, loan or otherwise make available any item to any other person or institution.

LCI courses and programs are subject to changing accreditation and academic standards, and in particular LCI's courses that are subject to the jurisdiction of the 'National Vocational Education and Training Regulator Act 2011.' I acknowledge that the course or program I am enrolled in may change from time to time due to academic and/or accreditation requirements and as a consequence of such changes there may be changes to the structure and or curriculum of the course.

I understand that whilst my course does not have fixed semesters or assessment due dates (self-paced), it is my responsibility to reasonably progress in my course and complete my course within five (5) years of the start date. If for whatever reason my course curriculum changes, I will endeavor to complete the course within the teach out period. If I am unable to complete the course within the teach out period, and my period of enrolment exceeds the period in which I would be due a refund, I understand that I am ineligible for any refund.

I understand that personal information provided by me will be used to either obtain and/or validate a Unique Student Identifier for me which is required to issue my certificate for the qualification and enables LCI to report my progress and completion of the course. I also confirm that the personal information I have provided is true and correct and understand that the information will be reported to government authorities as required under RTO reporting arrangements. I acknowledge that if I have advised that I require assistance with Language, Literacy or Numeracy or that I have a disability or special need and require additional learning support, an LCI Educational Advisor will contact me for an assessment and discussion of my requirements.

I acknowledge that the relationship between LCI and myself shall not constitute a relationship of partnership or joint venture or any other relationship where LCI or agent of LCI can be held responsible in any way for any actions or words made by me.

Any usage of the Marks and the Name Life Coaching Institute, LCI and any other goodwill established thereby shall ensure to the exclusive benefit of the owner of the Marks and Name. I will follow the policies of LCI unless approval to do otherwise is received in writing. I will at all times respect the good name of LCI and will maintain the highest possible standards of confidentiality, ethics and behaviour in all relevant practices concerning my clients and LCI, and will at no time take any action or utter any words which might in any way damage LCI or its Agents.

Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. We are unable to finalise your enrolment until we receive this information.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the *National Vocational Education and Training Regulator Act 2011* (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the *Privacy Act 1988* (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at https://www.dese.gov.au/national-vet-data/vet-privacy-notice.

Surveys

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact the Australian Institute of Professional Counsellors to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice

Please email admin@lcia.com.au or phone 1800 683 884

VET Data Use Statement

Under the Data Provision Requirements 2012 and National VET Data Policy (which includes the National VET Provider Collection Data Requirements Policy at Part B), Registered Training Organisations are required to collect and submit data compliant with AVETMISS for the National VET Provider Collection for all Nationally

Recognised Training. This data is held by the National Centre for Vocational Education Research Ltd (NCVER), and may be used and disclosed for purposes that include:

- populating authenticated VET transcripts
- administering VET, including program administration, regulation, monitoring and evaluation
- facilitating statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

NCVER is authorised by the National Vocational Education and Training Regulator Act 2011 (NVETR Act) to disclose to the following bodies, personal information collected in accordance with the Data Provision Requirements or any equivalent requirements in a non-referring State (Victoria or Western Australia), for the purposes of that body:

- a VET regulator (the Australian Skills, Quality Authority, the Victorian Registration and Qualifications Authority or the Training Accreditation Council Western Australia)
- the Australian Government Department of Education, Skills and Employment
- another Commonwealth authority
- a state or territory authority (other than a registered training organisation) that deals with or has responsibility for matters relating to VET.

NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

Access and Equity Policy

Policy Statement:
The Life Coaching Institute acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background. The Institute will endeavour to meet the individual needs of students through the integration of access and equity principles. The Institute will endeavour to ensure that equity principles for all students are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination. The Institute will make reasonable adjustments to training delivery and assessment to increase opportunities for students to participate in their training programs delivered within the vocational education and training system. The Institute will endeavour to provide training programs that consider the needs of all people within the community.

Students who would like to discuss their individual study and assessment needs should contact an Institute Coaching Advisor on the Study Assistance Hotline 1300 135 363 or write to advisor@lcia.com.au. The Institute may request that a student supply evidence of the nature and extent of the disability or special needs.

Special needs, options and preferences of each individual student will be discussed during an interview and a plan for delivery of training and assessment prepared based on the student's individual needs.

The Life Coaching Institute expresses its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and curriculum development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Providing reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Ensuring that all students have physical access to education facilities in the region in which they are enrolled.
5. Presenting learning materials in a manner that embraces cultural diversity.
6. Providing students with a variety of options for demonstrating how they meet the required competencies.
7. Ensuring that there is a self-paced learning option to cater for varying time requirements.
8. Providing opportunities for re-assessment of Not Yet Competent assessment.

The Life Coaching Institute demonstrates its commitment by:

1. Interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
2. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as large format print.
3. Making reasonable adjustments to the way in which the course is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and recorded answers. The Institute also makes provision for alternative means of assessing the practical components of the course. Students in rural or isolated areas or students with a disability or other special needs have a choice in the way the practical element of their course is assessed. The Institute will negotiate other reasonable assessment options available for students with a disability or other special needs if necessary.
4. Making Learning Materials available for external study in an on-line format that enables students' access to the information, regardless of their location.
5. Providing all students ongoing access to support services, including access to the 1300 Institute Study Assistance Hotline & Online Assistance.
6. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
7. Utilising a broad student selection criteria.
8. Ensuring that staff is appropriately informed and aware of access and equity issues.

Language, Literacy and Numeracy Assistance

Policy:

The Life Coaching Institute has a process in place to identify students with language, literacy or numeracy difficulties. Language, literacy and numeracy assessment is available for students. Should a student be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful completion of their course, they will be:

a) **Referred to an outside agency that is able to provide assessment in language, literacy and/or numeracy.** A Coaching Adviser will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their course with the Institute and/or re-entry into the course.

b) Encouraged to access Institute study support services.

c) **Provided with reasonable adjustments to training/assessment to allow the successful completion of the student's training, as deemed applicable by the Institute.** Should a student require assistance with a language, literacy or numeracy difficulty that prevents their successful completion of their course, they should contact the study assistance team on 1300 139 239 and speak with a Coaching Advisor.

Procedures:

The Institute has a process in place to identify students with language, literacy or numeracy difficulties. Students with difficulties may be self-identified or identified by Institute staff.

Self-Identification:

a) Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy. (Branch will notify the Education Team. Education Team will notify the relevant Coaching Advisor who will add the student to the LLN spreadsheet).

b) Under the Language, Literacy and Numeracy (LLN) section of the Student Handbook, students who require assistance with LLN are requested to contact the Study Assistance Team on 1300 139 239 and speak with a Coaching Advisor.

c) The Coaching Advisor will assess the students' needs on a case-by-case basis. Any reasonable adjustments will be discussed and negotiated with the student, the branch and the Training Manager. The Coaching Advisor will create an additional support plan and a case folder for that student if required.

d) The Coaching Advisor will review the students' progress regularly, discuss any changes or updates with relevant parties, and update any documentation as required.

Institute Identified:

a) Student may be flagged by a marker, the branch or any member of the Education Team. If after conducting an assessment of a student's work, a marker is concerned about a student's language, literacy or numeracy ability they will bring their concerns to the attention of the Education Team.

b) If students are institute identified, a LLN Coordinator will review the student's work. If after reviewing the student's work it is apparent the student requires additional support or reasonable adjustments to be made, the LLN Coordinator will negotiate this with the student, the branch and the Training Manager if required. The LLN Coordinator will create an additional support plan and a case folder for that student if required.

c) The LLN Coordinator will review the students' progress regularly, discuss any changes or updates with relevant parties, and update any documentation as required.

If a language, literacy or numeracy concern is identified, the student will undergo a Language, Literacy and Numeracy assessment:

a) Should the assessment indicate that the students' current language, literacy or numeracy level is not sufficient to carry out the tasks required the Institute will arrange for the student to undertake a Core Skills Profile for Adults assessment (CSPA). During this time, the Institute will allow for the student's studies to be deferred until this has been completed. Upon a satisfactory level of language, literacy and numeracy being reached, the student is integrated back into their course under the guidance of the LLN coordinator.

b) If the level is assessed to be sufficient, the student will continue on with their course work. In this instance the student will be encouraged to access Institute study support services such as the Study Assistance Line. As deemed applicable by the Institute, reasonable adjustments to training/assessment which will allow the student's successful completion of their training will be made. Adjustments will be made in consultation with the student and all other relevant parties.

c) The student's progress will be monitored and any processes will updated or adjusted as required. Documentation will be altered to reflect these changes, and all relevant persons will be notified of any changes as required.

Privacy and Personal Information Policy

Overview
In the course of its business, Life Coaching Institute (Aust) Pty Ltd T/As Life Coaching Institute ("the Institute") may collect information from students or persons seeking to enrol with the Institute, either electronically or in hard copy format, including information that personally identifies individual users. The Institute may also record various communications between individuals and the Institute.

In collecting personal information, the Institute will comply with the requirements of the Australian Privacy Principles (APPs) set out in the *Privacy Act 1988 (Cth)* as amended by the *Privacy Amendment (Enhancing Privacy Protection) Act 2012*.

Collection and use of personal information
The Institute will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Institute. The Institute will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the Institute.

The information requested from individuals by the Institute will only be used to provide you with the educational service you require to successfully complete your course; obtain feedback from you about the course, service and facilities we have provided; advise you of upcoming seminars, tutorials and relevant events; administer and manage your course, including billing and collecting debts; further develop and improve our business and educational systems; inform you about new products and services that we may introduce from time to time; and to report to government agencies as required by law. If an individual chooses not to give the Institute certain information, then the Institute may be unable to enrol that person in a course or supply them with appropriate information.

Your personal information will be held by the Institute for a period up to 30 years.

Disclosure of personal information
For the purposes set out above, we may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Licensees that provide educational services and qualifications under the Life Coaching Institute banner.
- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
- Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Personal information about students studying with the Institute may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA), and the Tuition Assurance Scheme manager (ACPET).

The Institute will not disclose an individual's personal information to another person or organisation unless:

a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
b) the individual concerned has given written consent to the disclosure;
c) the Institute believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;
d) the disclosure is required or authorised by or under law; or
e) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the Institute shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the Institute or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

Security and integrity of personal information

The Institute is committed to ensuring the confidentiality, security and integrity of the personal information it collects, uses and discloses.

The Institute will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which is was collected, is accurate, up to date and complete.

The Institute will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where the Institute has no further use for personal information for any purpose disclosed by the Institute, or is no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the Institute holds about them. Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that the Institute holds about them; however the Institute may charge a fee to make a copy. Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical. Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by the Institute should be sent to admin@lcia.com.au

Complaints about an alleged breach of the APPs

Where an individual believes that the Institute has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Institute's grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Publication

These *Privacy and Personal Information Procedures* will be made available to students and persons seeking to enrol with the Institute by publication on the Institute's website: http://www.lcia.com.au/. Alternatively, a copy of this policy may be requested by contacting the Institute using the contact details provided above.

In order to ensure that students have given their informed consent for their personal information to be disclosed to certain third parties as outlined in this procedure, the Institute will advise students on enrolment about these procedures and where they are located.

Total Costs and Fees

Prior to the commencement of a course, students will be advised of total costs and fees in the Application Form current at the time of enrolment.

Course Cancellation Policy

In instances where a student wishes to be prematurely released from their contractual obligation to the Institute, they must in the first instance place a request to withdraw from their course in writing addressed to the manager of their enrolling Student Fulfilment Centre, verbal requests for course withdrawal will not be accepted. The severance balance of a student account will be determined in accordance with Institute policy agreed to upon enrolment.

The Institute policy states that:

"Upon receipt of my initial learning material, I acknowledge my commitment to the Institute and understand the initial and ongoing costs incurred by the Institute in respect of my enrolment. I agree that should I cancel from the course within 30 days of my enrolment, then I will receive my money back. If I cancel from the course more than 30 days after my enrolment but prior to three months after my enrolment date, then I agree to follow the Institute's Course Cancellation Policy and understand that should I wish to discontinue my chosen course I am liable for 50% of the full cost of my enrolment.

I further agree that if I discontinue my chosen course three months or more after my initial enrolment, I will be liable for the full amount of the course cost. I further understand that should I wish to discontinue with my chosen course, I must submit my request in writing. I further agree and understand that should my student fees become three or more months in arrears I am immediately liable for the full cost of my course enrolment."

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:

1. Private tutorials (optional) with educational staff: $40/hour
2. Replacement certificate or Statement of Attainment: $25/item

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.

This timeframe is usually within 12 months of the new course becoming available or from expiry of the accreditation of the current course. Students will be advised of the teachout date of the course in writing.

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.

A nominal transition fee will apply comprised of the difference in course price between the current and new course, and a nominal administrative fee to process the transition.

Protection of Student Fees Paid in Advance

The Life Coaching Institute (Life Coaching Institute (Aust) Pty Ltd T/As Life Coaching Institute, Provider number 30910) is committed to protecting student fees paid in advance, and has a Bank Guarantee in place

to cover students who pay their own course fees in advance. In the event that LCI is unable to continue offering its courses, the requirements of this Bank Guarantee will be instigated by the Board of Directors.

Student Change of Address and Transfers

Any student who changes their residential, mailing or email address should notify the Institute in writing of their new address, within 14 days of address change.

The Certificate IV in Life Coaching Practice is an external course allowing students to complete studies from any location. Any student whose residential address changes from one Student Fulfilment Centre trading area to another will continue to be enrolled by their original Student Fulfilment Centre.

Regardless of their enrolling Student Fulfilment Centre students will be eligible to attend workshops and utilise local facilities at the Student Fulfilment Centre closest to where they reside.

Competencies to be Achieved

As outlined on the Course Outline for the course undertaken.

Qualification to be Granted

To obtain the Certificate IV in Life Coaching Practice (11082NAT) a student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for all units in which a student has obtained **competency**. Upon completion of all course requirements, a Certificate and Statement of Academic Record will be issued by Life Coaching Institute.

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.

Students can obtain this form from their Student Fulfilment Centre or Head Office, complete the form and then return. In the case of a change of name, students are required to provide a certified copy (by a Justice of the Peace or Commissioner of Declarations) of the marriage certificate or deed poll.

A fee of $25/item applies to re-issuing Certificates, Statements of Academic Record and Statements of Attainment.

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. A fee of $250 applies to each RPL application.

Individuals who consider they possess the skills and knowledge of one or more of the Certificate IV in Life Coaching Practice units 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 by contacting your Student Fulfillment Centre.

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.

Further details of the Recognition of Prior Learning process and a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained by contacting your Student Fulfillment Centre.

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 of these units.

Complaints Policy

A complaint is defined as a person's expression of dissatisfaction with any aspect of the Institute's services and activities, or the conduct of Institute staff or students.

The Life Coaching Institute strives to deal with complaints as soon as they emerge in order to avoid further disruption or the need for a formal complaint. To ensure quick resolution, students should lodge their complaint within 28 days of the occurrence.

Stage One – Informal Complaints

If a student has a complaint about any aspect of service provided, or the conduct of staff or students, they are encouraged to contact their Student Fulfilment Centre Staff, immediately, and in the first instance, to resolve the issue. However, it is not mandatory for students to raise their complaint informally.

Stage Two – Formal Complaints

To raise a formal complaint, students can write to their Branch Manager using the relevant email address listed on page 4 in this Handbook.

The student should provide a copy of any information they have available to them in relation to the situation when submitting their complaint.

Receipt of the complaint is acknowledged in writing within 7 calendar days, and the Branch Manager, or their representative (independent to the situation), reviews the information submitted by the student and the information used to make the original decision.

All complaints will be finalised as soon as practicable and the decision notified in writing to the student, and any respondents, from the Branch Manager within 28 calendar days of receipt.

For more complex matters, if the Institute requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

Stage Three – Internal Review

If the student is not satisfied that the issue has been resolved, they may wish to write to the Head of VET and Operations, setting out the issues of concern at feedback@aipc.net.au.

Receipt of the complaint is acknowledged in writing within 7 calendar days and is then investigated by the Head of VET and Operations or their representative (independent to the situation).

During all stages of the complaints process, the Institute will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not victimised or discriminated against.
- the student and any respondent have an opportunity to present their information, and each party to a grievance may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, the Institute will implement any decision and/or corrective and preventative action required and advise the student of the outcome.

All complaints will be finalised as soon as practicable and decisions notified in writing to the student, and any respondents within 28 calendar days of receipt.

For more complex matters, if the Institute requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

The student will be advised of their right to appeal the decision as per the Appeal Policy or to an external mediator if they are not satisfied with the outcome of this process.

Stage Four - External Review Process

If the student is not satisfied with the outcome of the complaint process, they may lodge an external review of the decision to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their complaint.

Contact Details for the Resolution Institute:
Level 1, 13-15 Bridge Street
Sydney NSW 2000
Ph: 1800 651 650 Fax: (02) 9251 3733
Email: infoaus@resolution.institute
Website: www.resolution.institute

Complainants who wish to lodge an external appeal can contact the Resolution Institute and request details of a suitable Mediator. The Resolution Institute have a free referral service to a Mediator and the Mediator will charge a fee for the first four hours of their services, with an hourly rate applying thereafter. 50% of the fee will be borne by the Institute and 50% by the student.

The Institute agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the complaint still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Appeal Policy

The Life Coaching Institute provides an avenue for students to appeal decisions made by the Institute, including the awarding of course and unit results.

During all stages of the Appeal process, the Institute will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not be victimised or discriminated against.
- the student and any respondent have an opportunity to present their information, and each party may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, the Institute will implement any decision and/or corrective and preventative action required, and advise the student of the outcome.

Stage One – Informal Review

In the first instance, students are encouraged to contact the Education Team at advisor@lcia.com.au or 1300 139 239 to request additional information about their result. However, it is not mandatory for students to raise their complaint informally.

Stage Two - Appeal of Assessment Results

Students are able to appeal against their assessment results within 28 days from issue of the result. The appeal querying the result should be forwarded in writing with a copy of the completed assessment including the assessor's comments to the Training Manager at coordinator@aipc.net.au

Upon receipt, the Training Manager (independent to the original assessment decision) will review the result and notify the student in writing of the outcome, including reasons for the decision, within 14 days of receipt of the assessment appeal.

Stage Three – Internal Review

If the student is not satisfied that the issue has been resolved, they may wish to write a letter to the Head of VET, setting out the issues of concern at feedback@aipc.net.au.

Receipt of the complaint is acknowledged in writing within 7 calendar days and is then investigated by the Head of VET or their representative (independent to the situation).

During all stages of the complaints process, the Institute will ensure that:

- principles of natural justice and procedural fairness are followed.
- the student and any respondent are not victimised or discriminated against.
- the student and any respondent have an opportunity to present their information, and each party to a grievance may be accompanied and assisted by a support person if any meetings are required.
- decisions made in response to complaints are based on logical evidence and free from bias.
- a full explanation in writing for decisions and actions taken as part of the process will be provided if requested by the complainant or a respondent.
- where a decision is made that supports the student's complaint, the Institute will implement any decision and/or corrective and preventative action required and advise the student of the outcome.

All complaints will be finalised as soon as practicable and decisions notified in writing to the student, and any respondents, from the Head of VET within 28 calendar days of receipt.

For more complex matters, if the Institute requires more than 28 calendar days to process and finalise the complaint, the student will be informed in writing inclusive of reasoning with the student updated regularly as to progress of the matter.

The student will be advised of their right to appeal the decision as per the Appeal Policy or to an external mediator if they are not satisfied with the outcome of this process.

Stage Four - External Review Process

If the student is not satisfied with the outcome of the complaint process, they may lodge an external review of the decision to the Resolution Institute, an association offering dispute resolution services, within 20 working days of receiving notice of the outcome of their complaint.

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The Institute agrees to participate in good faith in the mediation process. Any reasonable recommendations will be implemented within 30 days of receipt of the report from the external Mediator.

If the complaint still remains unresolved after the external dispute resolution process, the student may decide to refer the matter to an external agency such as the Anti-Discrimination Commission, Office of Fair Trading or other bodies as appropriate.

Student Conduct Policy

The Life Coaching Institute is a professional educational institute. LCI staff is 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 obligations, including:

- Treating all LCI staff with respect and courtesy at all times including during telephone conversations, at workshops, in the LCI branches and training rooms, and via web or email communication.
- Complying with all reasonable instructions and requests made by LCIA staff. This incorporates participating willingly and positively in all lessons, role plays, activities, discussions and assessments.
- Abiding by all Institute Policies as detailed on the Institute website and in the Student Handbook.
- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Being punctual in attendance at training and assessment functions (tutorials, online workshops or appointments).
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with LCI staff and students.

Students who are found to be in breach of any of the above obligations, or any other action as deemed inappropriate by Institute management, will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with the Institute. If, at the time of the breach, the student is in attendance at a tutorial or LCI branch, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the presenter or Student Fulfilment Manager.

In cases of serious misconduct or repeated breaches of this Student Conduct Policy, the student's enrolment may be discontinued. If at any time, the student is not satisfied with the Institute's approach or decision regarding the student's conduct, a written complaint can be lodged with the Institute's Executive Committee as per the Institute's Grievance and Complaints Policy.

The Institute's Student Conduct Policy is in place to protect the interests and safety of all students, and to enable LCI staff to provide a high level of service to all students. If a student has a concern about the conduct of another student under this Study Conduct Policy, the student is to refer to the Complaints Policy to lodge a complaint in accord with that Policy.

Practical Cancellation Policy

If you can no longer make your practical, please understand we would have already booked our assessor for their time and in the case of same day cancellation, will still need to pay them for your booking. Therefore - if it is 24-hour notice or less that is being given to cancel (not including the weekend period), you will be 50% liable for the assessor/practical fee (which is a cost of $70).

For clarity:
*If your practical is on a Monday, please advise us by no later than close of business FRIDAY (as no one is here over the weekend)
*If your practical is on any other weekday, please advise us no later than a full day before / 24 hours

*If you are attending a group practical on a Saturday, please advise us no later than close of business THURSDAY

*If you are attending a group practical on a weekday, please advise us no later than a full day before / 24 hours

Note - This applies to all in-branch/in-person as well as Zoom pracs booked in.

To avoid the cancellation fee, a medical certificate may be requested if cancelling within 24 hours (as per policy).

Discretion will be applied in exceptional circumstances.

Learning Materials

The Institute supplies all course study materials with the only exceptions being for those units that contain elements requiring the student to undertake their own research in order to facilitate learning. Learning materials are accessed by logging into My.LCI at http://my.lcia.com.au and downloading the study guide, readings and assessment book for the current unit you are completing.

Facilities and Equipment

Students will require:

- access to a computer and internet
- appropriate study facilities ie, table, chair, and adequate lighting
- access to a video camera, tripod or other recording equipment as necessary for those students choosing to complete the practical components by the recording of skills option.

Coaching and Support Services

Students can access personal counselling through AIPC's clinical division, Australian Counselling Service (ACS). ACS counsellors are in the advanced stages of their higher education training. Appointments can be booked through the ACS website at: www.acscounselling.com.au.

Students can also visit the Australian Counselling Association website https://www.theaca.net.au/find-registered-counsellor.php where they will be provided with the names and contact details of counsellors in their locality.

Plagiarism, Copying, and the Use of Artificial Intelligence (AI)

The course assessment is designed to allow students to express their own understanding of the relevant theory and its application to counselling issues. In order to be marked as "Competent" on a piece of assessment, a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents does not demonstrate a student's own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Copying the work of another student and collaborating with another student during the completion of assessment also does not demonstrate a student's own understanding of the topic. Students are not to submit assessment that is the same as another student's (past or present) or has been developed in collaboration with another student. Such occurrences will be regarded as copying.

The ability to develop and demonstrate personal comprehension and effective communications skills are transferrable skills that are fundamental to the helping profession. As such, the use of Artificial Intelligence (AI) for the purpose of assisting with or completing assessments will be regarded as plagiarism.

Students will be notified in writing of the outcome of any review and, if plagiarism, copying, or the use of AI is evident, will be required to re-submit assessments. A repeat occurrence of plagiarism, copying, or the use of AI may lead to the student's enrolment in the course being cancelled. All instances of plagiarism, copying, or the use of AI will be resolved to the Institute's satisfaction.

Copyright

All logos, marks, books, texts, manuals, documents and other educational and administrative material whatsoever owned by the Life Coaching Institute and associated entities are protected by copyright and must not be copied or reproduced either in part or whole or used for gain without the written approval of the Directors of the Institute.