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Welcome to Lexon Training Consultants.

The decision to undertake study is an important one. Whether you are seeking to update or upgrade skills, or embarking on a new career, our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out a range of processes and procedures that have been put in place to guarantee consistency and quality. We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

To help us maintain our high standards, please take time to read this information and complete the "Acknowledgement Declaration" included at the back of this Handbook and return it to the College before your course commences. You may wish to refer to the details in this Handbook during your training, so keep it in a safe place.

On behalf of the whole team, I wish you an enjoyable and rewarding experience with Lexon Training Consultants.

Paul Brooke

Chief Executive Officer
This revised version of Lexon Training Consultants handbook supersedes and replaces all prior versions that have been issued.

It is important that you read the entire contents of this document carefully. It is your official notice of the College Rules and Regulations as well as Legislative Requirements which we are both bound by.

If you have any queries or concerns with regards to any component of this document, please ensure that you address these issues prior to enrolment.

This book is intended to be utilised by students as a guide and not as the sole source of reference. This handbook is subject to changes but only with the approval and at the discretion of the College CEO.

**LEGISLATION RELATED TO REGISTERED TRAINING ORGANISATIONS**

Lexon Training Consultants operates within **The VET Quality Framework which consists of the:**

- Standards for Registered Training Organisations
- Australian Qualifications Framework
- Fit and Proper Person Requirements
- Financial Viability Risk Assessment Requirements
- Data Provision Requirements.

and the following Commonwealth, State and regulatory requirements related to our business operations.

**Training Delivery and Control**

- Student Identifiers Act 2014
- Student Identifiers Regulation 2014
- Privacy Act 1988 (Commonwealth)
- Privacy (Private Sector) Regulations 2001 (Commonwealth)
- Vocational Education, Training and Employment Act 2000
- Standards for Training Packages

**Safety**

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2011

**Workplace Harassment, Victimisation and Bullying**

- Human Rights & Equal Opportunity Commissions Act 1986 (Commonwealth)
- Human Rights Legislation Amendment Act 1999 (Commonwealth)

**Anti-Discrimination**

- Racial Discrimination Act 1975 (Commonwealth)
- Sex Discrimination Act 1984 (Commonwealth)
Disability Discrimination Act 1992 (Commonwealth)
Disability Discrimination Amendment (Education Standards) Act 2005 (Commonwealth)
Age Discrimination Act 2004 (Commonwealth)

Working with Young People

- Family Law (Child Protection Convention) Regulations 2003 (Commonwealth)
- Commission for Children and Young Peoples Act 2000 (Commonwealth)

Other Relevant Legislation

- Copyright Act 1968 (Commonwealth)
- Corporations Act 2001 (Commonwealth)

Training Product Legislation

Legislation unique to the training and assessment of each training product on scope is summarised on the relevant Learning and Assessment Strategies.

INFORMATION ON RELEVANT LEGISLATION CAN BE FOUND AS FOLLOWS:

WH&S:

Equal Opportunity

National Vocational Education and Training Regulator Act 2011

Privacy

ASQA
www.asqa.gov.au

Other Legislation
www.austlii.edu.au

It is the responsibility of Lexon Training Consultants Staff to ensure requirements of relevant legislation are met by us at all times.
WELFARE & GUIDANCE SERVICES

We endeavour to provide welfare and guidance to all students/clients. In the first instance, you should speak with the Training Manager who may put you in contact with another organisation such as the local Department of Community Services to resolve any matter that you may be worried about.

This includes:

- Learning pathways and possible RPL opportunities;
- Provision for special learning needs;
- Provision for special cultural and religious needs;
- Provision for special dietary needs; and
- Any other issue.

The following is a list of agencies that are able to provide more specialist support and advice.

**Community Justice Centres**

- 1800 990 777

**Community Services**

24 hour Crisis Emergency Contacts:

- Lifeline: 131 114
- Police: a free call 000
- Salvo Care Line: 13 72 58
- Interpreting Service: 131450
- Commonwealth Respite & Carelink Centre: 1800 052 222

**Sexual Assault**

- Rape Crisis Centre 1800 424 017

**Alcohol and Drug Counselling**

Alcoholics Anonymous:

- National helpline number 1300 22 22 22

Counselling Online, Drug/Alcohol:

- [https://www.counsellingonline.org.au](https://www.counsellingonline.org.au)
- 1800 888 236
Legal Services
- Domestic Violence Legal Advice Line 1800 810 784
- Indigenous Women’s Legal Contact Line 1800 639 784
- Tenancy Advice 1800 625 956

Centrelink - Financial Assistance
- ABSTUDY 1800 132 317
- Seniors 132 300
- Disability, Sickness and Carers 132 717
- Family Assistance Office 136 150
- Employment Services 132 850
- Multilingual Service 131 202
- Child Support Inquiry Line 131 272
- St Vincent De Paul Family Assistance Line 1800 606 724

Mental Health Services
- Mental Health Information Service 1300 794 991
- Anxiety Disorders Information 1300 794 992

Complaints Handling Advisory Services
PO Box 4079 Mulgrave, VIC 3170
Ph. (03) 9803 9055 Community Advisory Services
SECTION ONE — WHAT YOU NEED TO KNOW.

HISTORY
Lexon Training Consultants Pty Ltd is the Registered Training Organisation (RTO) of Lexon Industries Pty Ltd.

Lexon Training Consultants takes pride in the quality of courses and services delivered. Lexon Training Consultants works within the National Vocational Regulator, Standards for Registration.

We are registered Australian Skills Quality Authority (ASQA) to deliver the following courses to students:

OUR SCOPE OF REGISTRATION IS:

- BSB30112 Certificate III in Business
- BSB40212 Certificate IV in Business
- BSB40610 Certificate IV in Business Sales
- BSB40812 Certificate IV in Frontline Management
- BSB50207 Diploma of Business
- BSB51107 Diploma of Management
- BSB51607 Diploma of Quality Auditing
- SIR20212 Certificate II in Retail
- SIR30212 Certificate III in Retail
- SIR40212 Certificate IV in Retail Management

NSW Office
15/23 Stockton Street
Nelson Bay NSW 2315
Ph. (02) 4915 6625

All enquires and Student support contact:
admin@lexontraining.edu.au
SOME OF THE ESSENTIAL PERSONNEL WORKING WITH YOU

INSTRUCTING STAFF

The Training Manager is responsible for the standard of training within Lexon Training Consultants and for the assessments conducted whilst students are attending the College.

The trainers at Lexon Training Consultants perform all training and assessments. In addition, trainers are responsible for day to day course administration. All have the TAE40110 Certificate IV in Training and Assessment and all the necessary endorsements to allow them to conduct and assess competency and underpinning knowledge.

Trainers and assessors must, by law, maintain accurate records of attendance and participation.

ADMINISTRATION STAFF

Administration staff is responsible for the control of the front office and receives all payments from you and coordinates your College activities.

ATTENDANCE

All efforts are to be made to attend all scheduled, classroom lecture, mentoring meetings and progressive sessions as possible.

ACCESS/ EQUITY & EQUAL OPPORTUNITY

The College has a Chief Executive Officer and it is to that person that you should direct all problems and information requests: they will refer issue to the best person. The Chief Executive Officer is the access and equity officer for Lexon Training Consultants so if you are experiencing any harassment or discrimination, refer the matter to the Chief Executive Officer in writing.

- Aims to ensure that access to employment and training is available, regardless of gender, socioeconomic background, disability, ethnic origin, age or race.
- Training services are delivered in a non-discriminatory, open and respectful manner.
- Ensures staff are appropriately skilled in access and equity issues, including cultural awareness and sensitivity to the requirements of clients with special needs.
- Facilities are updated to provide reasonable access to clients of all levels of mobility, and physical and intellectual capacity.
- Conduct client selection for training opportunities in a manner that includes and reflects the diverse client population.
- Actively encourages the participation of clients from traditionally disadvantaged groups and specifically offers assistance to those most disadvantaged.
- Provides culturally inclusive language, literacy and numeracy advice and assistance that assists clients in meeting personal training goals.
- Is accountable for its performance in adhering to the principles of this policy, and welcomes feedback as part of its quality improvement system.
Staff and students are required to comply with access and equity requirements at all times.

**SUPPORT SERVICES**

Teaching and administrative staff at Lexon Training Consultants is available to provide general advice and assistance with matter such as studying, homework, English language problems and counselling. Students requiring special or intensive assistance will be referred to an appropriate external service. Any costs associated with the external service will be at your own expense. Further referral services can be provided on request by contacting Lexon Training Consultants Office on 02 4915 6625.

**STUDENT SELECTION**

At Lexon Training Consultants we make sure that you have the opportunity to participate and achieve the same outcomes as other members of the community. This means any person is welcome to participate in Lexon Training Consultants training programs, irrespective of cultural background.

Some of our courses have prerequisite standards and competencies.

Student wishing to undertake these courses will be counselled and made aware of support programs and assistance. Events of major cultural importance to you will be acknowledged and allowance made for their observance.
ENROLMENT

The best way to enrol in any of the courses is to either come in and see us or download information from our website [www.lexontraining.edu.au](http://www.lexontraining.edu.au). On our website you will find:

- This Student Handbook;
- Information on recognition of prior learning;
- Course information and outcomes.

When you’ve been accepted into the course you must pay a course deposit to secure your position.

Full tuition fee is due and payable before you start.

No certificate or qualification will be issued until course tuition fees have been paid.

The Training Manager will be making a decision about your enrolment based on the information you provide so make sure you give us everything we ask for.

FACILITIES AND EQUIPMENT

Students have available for their use:

- Quiet space for study and small group meetings
- Texts, videos and other course related material
- Photocopying and printing of course related material
- Computers and Internet Access

COURSE DELIVERY

Each of the units of the courses is listed in the website - [www.training.gov.au](http://www.training.gov.au).

Courses are all based upon you being able to demonstrate skills in the units of your course.

They involve attendance at classroom sessions and/or demonstration of practical skills in a work environment.

At various times through your course, you must undergo an assessment or test to show that you have learned skills or that you have enough knowledge on the subjects being taught. If you do not perform well enough in these assessments, then you may sit them again or elect to show how the knowledge is applied. Assessments are both written assessments and demonstration by you in front of an assessor.

Course outcomes are described on each of the course advertising brochures. At the successful completion of the course, you will be issued a Certificate or Statement of Attainment to show that you have successfully completed the whole course or elements of the course. This document is important and should be stored safely as it may be used as evidence to gain entry into further courses within Australia.

COMPULSORY FEES

Lexon Training Consultants offers courses in Business Services and Retail. The tuition fees for each of these as well as fees for Recognition of Prior Learning are summarised on the Fee Schedule which is available on our website.

Fee payment schedules may be negotiated on an individual basis with the Training Manager. Non-payment of fees may result in cancellation of registration and non-awarding of a qualification or statement of attainment.
REFUND POLICY

- The request for refund is made in writing to the Training Manager using Fee Refund Application which is available from Administration, contact: admin@lexontraining.edu.au
- The Training Manager is the person responsible for approval of fee refund applications.
- Course cancellation after acceptance by Lexon Training Consultants may occur up to 4 days prior to commencement of the course without penalty. The full refund will be paid with notice of 4 days made in writing, by email or by fax.
- Course cancellation with less than 4 days of notice after acceptance by Lexon Training Consultants will result in a refund of all but the course deposit.
- Accepted students who withdraw after course commencement owing to unforeseen or exceptional circumstance can apply for fee refund. If granted fees will be refunded on a pro-rata basis (based on the number of days remaining in the course) less 20% of the total course cost.
- Students may transfer on one occasion to a course commencing within 3 months of their original course without penalty.
- Refunds following cancellation of a transferred course will attract a penalty of 20% of the total course cost in addition to the refund guidelines outlined above.
- Fee Refund Applications are considered on a case-by-case basis.
- Lexon Training Consultants defaults with a course and does not commence on the designated day or is actually cancelled. No student will be disadvantaged.
- Fee refunds will be made 14 days after demand when Lexon Training Consultants defaults and within 28 days after demand when the student defaults.
- Lexon Training Consultants dispute resolution processes do not circumscribe the student’s right to pursue other legal remedies.

This agreement does not remove the right of either party to take further action under Australia’s consumer protection laws for unpaid and overdue fees.

- The refund policy is subject to review from time to time.

CHANGE TO CONDITIONS

Lexon Training Consultants reserves the right to change fees, conditions, course times or course commencement dates at any time without notice.

NATIONAL RECOGNITION

Lexon Training Consultants recognises the qualifications that are presented by any student, provided that they are original (or verified) copies from any Australian Registered Training Organisation. Students must map those qualifications to the course currently being undertaken.

To apply for National recognition, simply bring in your original qualifications or statement of attainment and complete the application for RPL through the Training Manager.
RECOGNITION OF EXISTING SKILLS AND RECOGNITION OF PRIOR LEARNING

All students are offered the opportunity to apply for recognition of their existing skills on an individual basis prior to the course commencement. To do this, applicants should get an RPL Kit relevant to the course in which they are enrolling. RPL kits are available from our office or downloaded from the website. The costs associated with Recognition of prior learning are summarised on the Fee Schedule which may be downloaded from the website.

The RPL process allows students to apply for credit for previous study, work, life and educational experience that match the learning outcomes of specific modules within their course.

All RPL applicants will be asked to provide evidence to support their claim and this should be attached to the application form. Examples of evidence might include; documentation such as certificates issued by other training organisations, support letters from employers, course outlines of previously studied courses. We also recognise the credentials issued by other registered training organisations operating under the Australian Quality Training Framework.

All assessments of RPL applications are reviewed by the Training Manager or a delegate who is qualified to conduct the assessment. From time to time or when deemed necessary, we will have an additional person or subject expert be part of the assessment process. The assessment of RPL by the Training Manager is based upon their assessment of your ability to competently continue the development within the course. We have your interests at heart: we will allow credit in an existing course provided it does not adversely affect your ability to complete the course satisfactorily.

Participants may request a review of the RPL decision through our appeals procedure (available by contacting our office on 02 4915 6625.)

USE OF YOUR PERSONAL INFORMATION

Your personal details and student records may be made available to:

• any Commonwealth Government agency and/ or
• any State Government agencies.
SECTION TWO — NOW THAT YOU ARE HERE

INDUCTION ON ARRIVAL
Orientation is conducted on the first day of course commencement. Its purpose is to fully inform new students of most aspects of life at the College and provide an introduction to studying. In addition our staff will be introduced, a tour of the premises will take place and an opportunity to ask questions will be given.

Your site induction will include the following subjects with a record for your personal file:

- Site Safety induction
- Site security briefing
- Orientation to the area
- Academic progress
- Further study options that are available during and after the course of study

Identify the important members of staff because you may need to talk with them later. Introduce yourself to the Training Manager or Office Administrator - you may need them in a hurry!

STUDENT OBLIGATIONS

Once enrolled as a student with Lexon Training Consultants, the student must make a commitment to achieve outcomes both in practical and theory mode in accordance with the standard of competencies required by the College and the Government. The College is committed to training students to the highest possible standard during his or her training period and seeks the student's co-operation in this endeavour.

To ensure you gain the maximum benefit from your time with us, we reserve the right to remove any person(s) who displays dysfunctional or disruptive behaviour. Such behaviour will not be tolerated and, if a second episode occurs, then you may be asked to leave the course. Basically, you must be of good behaviour and recognise the rights of others.

Working with others within the College is not a function of the Law but rather as existing in a free and amiable study environment. This requires maturity and at times, understanding. If you have any concerns about how you should act, speak with the Training Manager.

UNACCEPTABLE BEHAVIOUR INCLUDES:

- Continuous interruptions to the trainer whilst delivering the course content.
- Smoking in non-smoking areas.
- Being disrespectful to other participants or staff.
- Harassment by using offensive language.
- Sexual harassment.
- Acting in an unsafe manner that places you or others at risk.
- Refusing to participate when required in group activities.
• Continued absence at required times.
• Being under the influence of alcohol or illegal drugs.
• Lack of personal hygiene.
• Other objectionable behaviour.

YOU HAVE THE FOLLOWING RIGHTS ONCE YOU HAVE ENROLLED........

• To be treated with respect by others, to be treated fairly and without discrimination.
• To be free from all forms of intimidation.
• To study in a safe, clean, orderly and cooperative environment.
• To have personal property and your property protected from damage or misuse.
• To have any disputes settled in a fair and rational manner.
• To work and learn in a supportive environment without interference.
• To express and share ideas and to ask questions.
• To access your student records with a 24 hour notice

FOR NON-COMPLIANCE WITH OUR RULES, THE FOLLOWING APPLIES:

• The Training Manager will contact you to discuss the issue or behaviour & to determine how the issue might be rectified. This will be documented, signed by all parties and included on your personal file.
• If your behaviour continues or the issue is unresolved, you will be invited for a personal interview with the Training Manager to discuss this issue further and to make you aware of our complaints procedure that is available to you. This meeting and its outcomes will be documented, signed by all parties and included on your personal file.
• For continuing non-compliance to student requirements as set out in this handbook, training services will be withdrawn and you will be notified in writing that the enrolment has been terminated.

While we hope that these situations do not happen, we are committed to a very transparent process to ensure that all parties are satisfied with the final resolution.
PRIVACY & CONFIDENTIALITY

LEXON TRAINING CONSULTANTS IS COMMITTED TO PROTECTING THE PRIVACY OF YOUR PERSONAL INFORMATION.

We have a privacy policy that sets out the way we handle personal information, including the use and disclosure of personal information and rights to access your personal information. We only collect information that is directly relevant to effective service delivery.

Lexon Training Consultants will exercise strict control over confidential information. If a third party requires client information we will obtain your prior written consent prior to the release of any information.

On your enrolment form there is a place to sign to say that we can provide information to Government Departments about your enrolment, attendance and performance. We do this as it is required by the Government.

ACCESS TO STUDENT RECORDS

All students have the right under the Standards for NVR Registered Training Organisations 2012 to access their personal file held by Lexon Training Consultants and may also request that updates be made to information that is incorrect or out of date.

This is initiated by completing and sending an Access to Student Records form (Form 55) to the Administration group. Access will be given normally immediately. This includes access to any computerised records that list the student participation, attendance and performance data.

DISCRIMINATION AND HARASSMENT

It is against the law for someone to treat you unfairly (discriminate) or harass (hassle or pick on) you because of your actual or assumed:

- Age
- Carer status
- Disability/impairment
- Gender
- Lawful sexual activity
- Marital status
- Physical features
- Political belief of activity
- Pregnancy
- Race
- Religious belief of activity
- Sexual orientation
DISCRIMINATION IN EDUCATION OCCURS IF A PERSONAL CHARACTERISTIC IS USED WHEN:

- Deciding who will be admitted as a student including refusing to accept a student’s application;
- Denying or limiting access to benefits; or
- Any other unfair treatment based on a personal characteristic defined by law.

SEXUAL HARASSMENT

It is against the law for someone to sexually harass you. If you make a complaint (or help someone else make a complaint), it is against the law for someone to harass or victimise you because you have done so. It is also against the law to authorize or assist another person to discriminate or harass someone.

Sexual harassment is behaviour of a sexual nature that is unwelcome, unasked for and unreturned. If a reasonable person would have foreseen that the behaviour would offend, humiliate or threaten or scare the other person, then the law says it will be sexual harassment. Sexual harassment can be physical, verbal or written. It can include words, statements or visuals that are transmitted by paper, phone, fax, e-mail, office intranets, videoconference or any other means of communication.

If any of these things happen to you, or you feel they might be happening to someone else, go and see the Training Manager immediately and tell them about it. If you don’t want to speak with the Training Manager, then go and see the Chief Executive Officer to get some assistance.

SAFETY

The Workplace Health and Safety Act is strongly enforced. It means that you cannot be placed at risk through anything that you may be asked to do by the College. Your trainers and assessors have been specially trained in the College’s safety standards.

Should you be asked to do anything you feel is unsafe:

- Stop.
- Advise the trainer of your worries and do not proceed.
- Stop anyone else with you from doing anything unsafe.

It is the Chief Executive Officer’s responsibility to keep you in a safe learning and working environment and he must not allow any work to be done that is unsafe.

We are an alcohol and drugs of abuse free college: arriving intoxicated or affected by drugs of abuse may result in suspension or termination from the course. If you are caught selling or otherwise acting dishonestly, then you may be reported to the Police for appropriate action.

If you act unsafely, then you may be required to undergo additional training to demonstrate that you understand the safety requirements and are able to comply with them.
ATTENDANCE PROCEDURES

You must sign in on the attendance register, carefully noting your time of arrival and later in the day, your time of departure. If you do not sign the attendance record accurately you will be marked as absent.

If you are sick or have a personal problem which cannot immediately be resolved, phone the Office Administrator and let us know.

**IT IS ILLEGAL TO:**

- Sign for another student
- Have another student sign for you
- Sign but not to note the time of attendance
- Sign for only the entry or exit of the class

COMPLAINTS AND APPEALS

Lexon Training Consultants is committed to providing students with high quality education. Students are entitled to, and should expect, a high standard of learning and assessment and support services from Lexon Training Consultants.

However, from time to time, students may have concerns or complaints about matters or issues relating to their experiences at Lexon Training Consultants. Lexon Training Consultants views student complaints as providing an opportunity to review and improve its policies and practices, and also to gain insight into student levels of satisfaction.

This policy has been developed with regard to the responding to complaints about training delivery and assessment, the quality of the teaching, student amenities, discrimination, sexual harassment and other issues that may arise.

This procedure is designed to ensure that student complaints and appeals are dealt with fairly, consistently and promptly.

**Responsibility**

The CEO is responsible for implementation of this procedure and ensuring that staff and students are made aware of its application.

**Requirements**

Students who are concerned about the conduct of the training provider are encouraged to attempt to resolve their concerns using this procedure.

The procedure will be implemented at no cost to the student.

The procedure will commence within 10 working days of the formal lodgement of the complaint or appeal and supporting information.
All complaints and appeals will be handled professionally and confidentially in order to achieve a satisfactory resolution that is fair and equitable to all parties.

Students will be provided with details of external authorities they may approach, if required.

At any stage in the internal complaint or appeal process students are entitled to have their own nominee included to accompany and support them.

For internal complaints and appeals:
The student will have an opportunity to formally present their case, in writing or in person at no cost to the student.

The student may be accompanied and assisted by a support person at any relevant meetings.

At the conclusion of the complaint or appeal the student will be given a written statement of the outcome, including details of the reasons for the outcome and the record of the complaint and outcome will be placed in the student file.

Student’s enrolment will be maintained whilst a complaint, internal appeal and external appeal is in progress and the outcome has not been determined except in cases where the provider is intending to defer or suspend a student’s enrolment due to misbehaviour or to cancel the student’s enrolment. (See the next requirement)

Extenuating circumstances’ relating to the welfare of the student will be supported by appropriate evidence and may include, but are not limited to the student:

- having medical concerns, severe depression or psychological issues which lead the provider to fear for the student’s wellbeing;
- having engaged or threatens to engage in behaviour that is reasonably believed to endanger the student or others; or
- being at risk of committing a criminal offence

The College will encourage the parties to approach a complaint or appeal with an open view and to attempt to resolve problems through discussion and conciliation. Where a complaint or appeal cannot be resolved through discussion and conciliation, we acknowledge the need for an appropriate external and independent agent to review the process implemented by the College.

If there is any matter arising from a student complaint or appeal that is a systemic issue which requires improvement action this will be reported to the RTO management meeting as part of the continuous improvement process.

Nothing in this procedure inhibits student’s rights to pursue other legal remedies. Students are entitled to resolve any dispute by exercising their rights to other legal remedies.
Method

**Informal Complaint Process**
Any student with a question or complaint may raise the matter with staff of the Registered Training Organisation and attempt an informal resolution of the question or complaint.

Questions or complaints dealt with in this way do not become part of the formal complaint process and will not be documented, recorded or reported on unless the College staff member involved determines that the issue question or complaint was relevant to the wider operation of the College.

Students who are not satisfied with the outcome of the question or complaint are encouraged to register a formal complaint.

**Formal Complaint Process**
Students who are not satisfied with the outcome of the informal process, or, who want to register a formal complaint may do so.

To register a formal complaint a student must complete the student complaint form (Form 38) and contact the College Training Manager to arrange a meeting.

At this meeting the complaint can be raised and a resolution attempted.

The complaint meeting must be recorded in writing and signed and dated by the complainant and the Training Manager, if necessary a new document can be prepared and signed during the meeting.

The Training Manager will then attempt to resolve the complaint with the student and any other parties who may be involved.

The resolution phase must commence within 10 working days of the complaint being lodged in writing.

A maximum time of 20 working days from the commencement of the resolution phase will be allowed for the resolution unless all parties agree in writing to extend this time. This period is called the resolution phase.

At the end of the resolution phase the Training Manager or CEO will report the College decision to the student. The College decision and reasons for the decision will be documented and placed in the students file. A copy of this document will be provided to the student.

Following the resolution phase the College will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

If a student is dissatisfied with the outcome of the formal complaint process then they may initiate an internal appeals process by completing the appeals form (Form 38).

**Internal Appeal Process**
Internal appeals may arise from a number of sources including appeals against assessment, appeals against discipline actions.
The essential nature of an appeal is that it is a request by a student to reconsider a decision made by the College.

A student’s enrolment must be maintained whilst an appeal is in progress and the outcome has not been determined.

The appeals process is initiated by a student completing the student appeals form and lodging the completed form with the Administration Manager.

The appeal resolution phase must commence within 10 working days of the internal appeal being lodged in writing.

A maximum time of 30 working days from the commencement of the appeal resolution phase will be allowed for the appeal resolution unless all parties agree in writing to extend this time.

After a student makes an internal appeal, the registered training organisation will appoint a person or body to hear the appeal and propose a final resolution. This person or body must not be the same as any person or body that heard the original complaint.

Students appealing an assessment or RPL outcome will be given the opportunity for reassessment by a different assessor selected by the College. The costs of reassessment will be met by the College. The recorded outcome of the assessment appeal will be the most favourable result for the student from either the original assessment or the reassessment.

The outcome of the internal appeal and reasons for the outcome will be recorded in writing and signed and dated by the student and the College and placed in the student file. A copy of this document will be provided to the student.

Following the internal appeals phase the College will implement the decision as conveyed to the student and undertakes any improvement actions arising from the complaint.

There are no further avenues within the College for complaints or appeals after the internal appeals process has been completed, however an external appeals process is available.

**External appeal process**

The purpose of the external appeals process is to consider whether the College has followed its student complaint and appeals procedure, not to make a decision in place of the College.

For example, if a student appeals against his or her subject results and goes through the College internal appeals process, the external appeals process (if accessed) would look at the way in which the internal appeal was conducted; it would not make a determination as to what the subject result should be.

The college will pay for costs of mediation.

The external appeals procedure will be determined by the independent mediator.
Following the receipt of the outcome of the external appeal the College must immediately implement the decision, convey the outcome to the student, place a copy of the documentation on the student file and undertake any improvement actions arising from the complaint.

If an appeal is against a College decision to report the student for unsatisfactory course progress the College must maintain the student’s enrolment (i.e. not report the student for unsatisfactory progress) until the external appeals process is complete and has supported the provider’s decision to report.

For external appeals you may contact the Community Justice Centre on 1800 990 777

LANGUAGE, LITERACY AND NUMERACY (LLN)

We aim at all times to provide a positive and rewarding learning experience for all of our students. Our enrolment form asks students to provide information regarding their literacy and numeracy requirements or any other special learning needs. In the event of LLN becoming an issue, the Training Manager will contact you to discuss their requirements. In addition, students may be required to complete a language and literacy assessment prior to course commencement.

The Training Manager may organise formal testing and possible English remedial courses to improve your English speaking or writing ability at your expenses. Numeracy problems will be accommodated through using other forms of assessment.

Where language, literacy and numeracy competency is essential for course students, we have made every effort to ensure that students are adequately supported to enable them to complete their training.

ASSESSMENT STANDARDS

All assessments conducted by us will:

- Comply with the assessment guidelines defined in the nationally endorsed training package. We will ensure that competency assessment is determined by a vocationally competent holder of TAE40110 Certificate IV in Training and Assessment, or equivalent qualifications.

- All of our assessments within our RTO will lead to the issuing of a statement of attainment or to the issuing of a qualification under the AQF where a person is assessed as competent against the National Endorsed units of competency in the applicable training package.

All of our Assessments will be:

- **Valid** - Assessment methods will be valid, that is, they will assess what they claim to assess.

- **Reliable** - Assessment procedures must be reliable, that is, they must result in consistent interpretation of evidence from the learner and from context to context,

- **Fair** - Assessment procedures will be fair, so as not disadvantage any learners. Assessment procedures will:
  - be equitable, culturally and linguistically appropriate,
• involve procedures in which criteria for judging performance are made clear to all students,
• employ a participatory approach,
• provide for students to undertake assessments at appropriate times and where required in appropriate locations.

• **Flexible** - Assessment procedures will be flexible, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment,

We will achieve this through:
• careful design of the assessments,
• validation and moderation of the assessment materials conducted in our annual review
• an understanding of the definition and practical application of the above definitions

**ASSESSMENT CRITERIA**
Assessment often does not take place at the end of every learning outcome or Unit of Competence but is ongoing throughout the length of the program. Assessment often integrates your knowledge and skills with your practical application over a period of time and requires a combination of evidence collected through teacher observations, examples of your work and a collection of your written work.
It is not expected that all assessment criteria for an outcome or competency can be assessed with one single task, therefore it might require several tasks to be completed for an assessment.
All our assessments will provide for applicants to be informed of the context and purpose of the assessment and the assessment process.
This will include information regarding assessment methods, alternative assessment methods if required to accommodate special needs or circumstances, information will also be included at the start of each subject as to the assessment processes, number of assessments, types of assessment and the individual weighting of each assessment.

**ASSESSMENT METHODS**
Our assessments and assessment methods will ensure that we focus on the application of the skills and knowledge as required in the workplace, including:

• Task skills (actually doing the job)
• Task management skills (managing the job)
• Contingency management skills (what happens if something goes wrong)
• Job Role environments skills (managing your job and its interaction with others around you)

We will ensure that we assess you in sufficient detail to ensure that we can determine that you have attained competency.

Staff are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future options.
All assessment tasks must consider any language and literacy issues, cultural issues or any other individual needs related to the assessment.

The satisfactory completion of Assessment Tasks forms the basis of competency. Tasks may include written or oral questioning, practical demonstrations, portfolio presentations and projects. Students who are assessed as not yet satisfactory will be given every chance to re-complete the task. This may include Reasonable Adjustment for Special Needs such as replacing written exams with oral questioning, alternative methods of assessment and simulated workplace practical sessions. The College Policy is to make best endeavours, including the provision of additional training and trainers, and provide the necessary resources for a student to meet the satisfactory criteria. However, ultimately the College has to make a judgement as to whether it is in the best interest of the student and the cohort to continue to train and assess the student. Although each case is treated sensitively on a case by case basis, it is highly unlikely the students will be given more than three attempts to satisfactorily complete an Assessment Task and as such will be withdrawn from the course. Students will receive Certificates of Attainment for all completed Units. The student continues to have the right to access the complaints and appeals process within 20 working days.

HOLISTIC ASSESSMENT
The final “Workplace Ready” Employability Assessment will achieve quality recognition skills for competencies, team work and contingency planning in a salon.
Holistic assessment focuses on the assessment of whole work activities rather than specific tasks or components of a work activity. In conducting a holistic assessment the assessor develops an image or picture of how a competent worker would perform the activity.
Having established the image or picture of competence, the assessor then identifies the evidence that the candidate needs to show competence and the techniques that would be used to gather the evidence. Using this information the assessor then reviews the evidence and decides whether the candidate is competent.

INABILITY TO ATTEND AN ASSESSMENT
Students are advised to contact their instructor or co-ordinator if aware of their inability to attend, within 48 hours, prior to the assessment.

ASSIGNMENTS
Assignments must be submitted by the due date. Please follow the instructions in the beginning of each unit assessment regarding the appropriate formatting of assignments.
RE – ASSESSMENT - 4 STEP PROCESS

**Step 1:** Discuss the assessment outcomes with the relevant assessor to explain why you feel the outcomes are unreasonable or inconsistent with the evidence you have provided.

**Step 2:** If this does not resolve the matter then submit a request for reassessment in writing to the Training Manager who will document the Student’s dispute on an Improvement Request (Form 13). The dispute is recorded in the Register of Continuous Improvement (Form 17) by the Training Manager and written notification is included on the student’s file. The Office Administrator assembles the relevant documentation and presents the request to the Training Manager.

**Step 3:** The Training Manager will organise a reassessment through an independent assessor that has been mutually agreed between the college and the student.

The submission and the final outcome of the appeal is recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made. A copy of the communication is placed in the student file.

**Step 4:** If the dispute has not been resolved to the student’s satisfaction, then the student may make a formal submission to the Chief Executive Officer for a review by a mutually agreed independent mediator.

This will occur at the student’s expense.

No appeal mechanism exists beyond this point in the appeals process. The submission and the final outcome of the appeal must be recorded and communicated to all parties in writing. The communication must contain the outcome of the appeal and the reasons for the decisions made.
SECTION THREE: GRADUATION — WHAT’S NEXT??

ISSUING OF QUALIFICATION
Vocational education and training undertaken at Lexon Training Consultants is competency based. Assessments determine whether a student is competent/or not yet competent. Students are issued with a statement listing units of competency undertaken and stating whether competency has been achieved. Students who complete all units making up the Training Package qualification requirements will be issued with course certificate at the end of their course.

The Certificate contains the following information:
- The College's details,
- The Student's Full Name
- The Course Name and Code and the date the Qualification was achieved
- A Certificate Number, Signatures of the authorizing CEO
- The Nationally Recognised Training logo

INCOMPLETE QUALIFICATIONS
Students who do not complete courses will be issued with a Statement of Attainment detailing the units where the student has achieved competency.

REISSUING QUALIFICATIONS
If you need additional copies of your qualification, then application must be made to the Training Manager of the College in writing with proof of identity provided.

Ideally you should attend the College to confirm that it is you that is asking for the copy of the qualification and why you need it.

Other people or companies will NOT be able to get a copy of your qualification or academic record if they cannot clearly establish that:
- You have authorised this information to be released
- They are the person or company to whom the information is to be transferred
- That the necessary fee has been paid.

FEEDBACK
Lexon Training Consultants actively wants your feedback and regularly undertakes evaluations of all courses and activities to achieve continuous improvement.

We monitor compliance with NVR standards and our policies and procedures through the use of evaluations at the completion of courses.

Any complaints or deficiencies are documented on an Improvement Request to ensure appropriate follow up action is taken.
STUDENT DECLARATION/RECEIPT OF HANDBOOK

I herewith confirm that I have read this Student Handbook and understand the contents. I agree that I will follow the rules and requirements that are listed here and will at all times work to improve the way that Lexon Training Consultants works.

I have been given orientation training talking about the requirements under the National Training Packages and the course requirements including further study options.

Name: ........................................................................................................................................

Signature ....................................................................................................................................

Induction Date ............................................................................................................................