



# LUMINOUS EDUCATION

**STUDENT HANDBOOK  
2017-2018**



## Student Handbook

### Contents

THE CEO'S PROPOSAL .....	3
WELCOME .....	4
RTO RESPONSIBILITIES .....	5
STUDENT RESPONSIBILITIES.....	7
Professional Behaviour .....	8
Plagiarism.....	8
ENROLMENT PROCESS .....	9
SUPPORT SERVICES .....	14
Qualifications and UNIT (S) OF COMPETENCY ON OFFER.....	17
BSB30115 – Certificate III in Business .....	17
BSB51415-Diploma of Project Management .....	17
BSB51915-Diploma of Leadership and Management.....	17
BSBWOR502 - Lead and manage team effectiveness.....	17
BSBLDR501 - Develop and use emotional intelligence .....	18
TRAINING AND ASSESSMENT .....	20
We will adhere to Principles of Training and Assessment.....	20
Assessment Policy .....	22
RE-ASSESSMENTS OR TRAINING EXTENSIONS.....	22
SIMULATED WORKPLACE ENVIRONMENT .....	23
RECOGNITION OF PRIOR LEARNING .....	24
Luminous Education Pty Ltd.'s Recognition of Prior Learning Process.....	24
FEES / PAYMENTS.....	25
Fee Structure.....	25
RPL Fees .....	26
REFUNDS .....	27
STUDENT PROGRESS .....	28



## Student Handbook

COMPLAINTS & APPEALS .....	28
COMPLAINTS .....	29
HOW TO LODGE A FORMAL COMPLAINT? .....	30
APPEALS .....	31
HOW TO LODGE AN APPEAL? .....	32
UNIQUE STUDENT IDENTIFIER (USI) .....	34
NATIONALLY RECOGNISED TRAINING .....	35
Recognition of Australian Qualifications Framework (AQF) certification of another RTO .....	35
LEGISLATION .....	37
RECORDS .....	38
ACCESS & EQUITY .....	38
STUDENT ACKNOWLEDGEMENT .....	41



## Student Handbook

### THE CEO'S PROPOSAL

As the CEO of Luminous Education Pty Ltd, I assure that all stakeholders will fully support the provision of quality education through efficient and responsive management. To ensure high standards in our service delivery, Luminous Education Pty Ltd has prepared an evidence-based continuous improvement framework in conformity with the Standards for Registered Training Organisations (RTOs) 2015. Luminous Education Pty Ltd recognizes the salience of integrating current work-place practices with vocational training to deliver programs of the highest quality. Consequently, the delivered education and training becomes of a particular vocational relevance to our clients. All trainers and assessors whom Luminous Education Pty Ltd wishes to employ will have theoretical, vocational and experiential industry skills. Luminous Education Pty Ltd will make provisions for human and financial resources to uphold the academic rigor for which Australian education system is known. The delivery of our scope is informed by teaching methods that are effective, novel, innovative and ecologically valid. Also, the industry feedback will take utmost precedence in guiding the delivery of our accredited training. Luminous Education Pty Ltd at all times will adhere to the Standards for Registered Training Organisations (RTOs) 2015 to continue delivering training services that meet the demands of the industry.

Our mission is to provide quality education. We will continue to develop highly innovative training methods to consummate this mission.

As student feedback is highly encouraged and sought after, I welcome your input and

advice to ensure that the Luminous Education Pty Ltd's team adhere to the underlying

philosophy of Continuous Improvement in all aspects of Luminous Education Pty Ltd operations tapping education delivery.

**Melissa Sundblom**



## Student Handbook

### WELCOME

The information in this Student Handbook is there to enable the completion of your studies with Luminous Education Pty Ltd. The document provides important information to students/learners /candidates by providing guidelines about courses, enrolment procedure, fees, refunds, training guarantee, assessment system, issuance of qualification, complaints and appeals, legislation, students' roles and responsibilities, and the RTOs obligations to students/learners. You may contact the RTO directly via email, [info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au) or Phone: 07 3218 2795, or refer to the website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au) should you need further information. We will direct every effort in making your education experience enjoyable and stimulating. We understand the hardships involved in undertaking a formal education and this handbook outlines salient elements about student-to-RTO interactions using simple and plain language. We wish you every success in completing your studies at Luminous Education Pty Ltd.

Learner handbook is available at the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au)

**Note:** Throughout this book we have used the terminology (i.e., client, learner, student, individual, prospective Student) and they all mean," **STUDENT**".



## **Student Handbook**

### **RTO RESPONSIBILITIES**

- ❖ It is the right of all students/learners to study in an environment free of any form of harassment and discrimination.
- ❖ All reports of harassment and discrimination will be treated seriously, in an unbiased, respectful and sensitive manner. Any form of harassment and discrimination is considered an unacceptable behaviour and will be dealt with accordingly. Harassment or discrimination is not to be confused with legitimate comment and advice (including constructive feedback) given appropriately by relevant training staff.
- ❖ In dealing with all complaints, the rights of all individuals involved will be respected, and confidentiality will be maintained.
- ❖ It is the intention of Luminous Education Pty Ltd's management that a process of discussion, cooperation and conciliation will resolve all complaints. Both the person making the complaint and the person against whom the complaint has been directed will receive information, support and assistance in resolving the issue.
- ❖ Victimisation is unacceptable. No person making a complaint or assisting in the investigation of a complaint will be victimised.
- ❖ The RTO will maintain systems for secure recordings of student enrolments, attendance, completion, assessment outcomes (including Recognition of Prior Learning), results, qualifications issued, grievances and the archiving of records.
- ❖ The RTO issues AQF certification documentation only to a learner whom it has assessed as meeting the requirements of the training product as specified in the relevant training package or VET accredited course.
- ❖ The RTO will maintain confidentiality of all clients' records.
- ❖ The RTO will ensure that a current copy of the accredited course curriculum/endorsed training package and information regarding the program of study, learning resources and appropriate support services are available to students/learners.
- ❖ The RTO will ensure that training and assessment occur in accordance with the requirements of the accredited course/endorsed training package, Principles of Assessment and Rules of Evidence.
- ❖ The RTO will ensure that reasonable adjustments are applied to promote fairness.



## Student Handbook

- ❖ The RTO will ensure that all clients are provided with quality training and assessment in compliance with the Standards for registered training organisations 2015, and for the issuance of the AQF certification documentation.
- ❖ The RTO will ensure that assessors and trainers have:
  - Demonstrated competencies at least to the level of those being delivered and assessed.
  - Current knowledge and skills in vocational training and learning that informs their training and assessment (guided by Trainer / assessor Recruitment & Professional Development Policy of the RTO).
  - Industry experience that is current and relevant to the particular courses/training packages or modules/units of competence that they are involved in delivering.



## Student Handbook

### STUDENT RESPONSIBILITIES

Luminous Education Pty Ltd is committed to imparting quality education and training. Students/learners play a vital role as their conduct, behaviour and participation is critical to be the recipient of a quality service delivery. We request students/learners to behave in a manner that is ethical and acceptable.

#### Student responsibilities

- ❖ Participate in and make satisfactory progress within a program
- ❖ Be punctual
- ❖ Observe WHS guidelines
- ❖ Respect other participants and the RTO staff.
- ❖ Student/learners are to use their personal and professional judgement to conform to the general ethical principles prevalent in society as these ethical principles are too numerous to outline in this document.
- ❖ If a student is in disagreement on any topic in the class/workshop, do so with respect.
- ❖ Respect the property of the institution.
- ❖ Get to know fundamental policies and procedures tapping complaints and appeals, fees and refunds, enrolments, assessments, issuance and re-issuance of qualifications, and unique student identifiers (USI). It is the responsibility of the student/learner to read these relevant policies outlined in this document.
- ❖ Integrate feedback of trainers and assessors to foster their learning.
- ❖ Submit assessments and coursework on time and communicate with trainers/assessors in case of resubmissions or re-assessments.
- ❖ Stay up-to-date with their fees.
- ❖ Not to indulge in plagiarism, cheating, or collusion (two students/learners submitting the same work) during assessment completion.





## Student Handbook

### Professional Behaviour

Luminous Education Pty Ltd Management encourage any trainer or staff member who is dissatisfied with the behaviour or performance of the learner has the authority to:

- ❖ Warn the student that their behaviour is unsuitable, or
- ❖ Ask the learner to leave the class, without refund or acceptance into another course, or
- ❖ Immediately cancel the class.

If the learner wishes to object or lodge an appeal against the disciplinary action taken, they have the right and opportunity to follow the Luminous Education Pty Ltd's appeals procedure.

### Plagiarism

Plagiarism is the "wrongful appropriation" of another author's "language, thoughts, ideas or expressions," while presenting them as one's own original work. Therefore, all learners are encouraged to acknowledge original authors/writers. Although, learners/students are encouraged to use APA Style or Harvard Style referencing, they will not be marked unfairly as long as they acknowledge original authors clearly.

### Policy

Plagiarism is considered an academic dishonesty and a breach of journalistic ethics. It is subject to sanctions like expulsion. It is quite reasonable to research material in the course of undertaking assessments. All sources, however, must be clearly referenced. Luminous Education Pty Ltd's trainers/assessors take a strict approach to plagiarism and proven incidents will not be tolerated.

The RTO may use plagiarism detection tools to ascertain the authenticity of the learner's work.

Luminous Education Pty Ltd. reserves the right to terminate the training and/or assessment of any student found guilty of academic misconduct such as, plagiarism, cheating, or collusion.

### Bullying

Learners are not to engage in bullying. It is a maladaptive behaviour that suggests a real or perceived power over another party, or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time.



## Student Handbook

### ENROLMENT PROCESS

#### Enrolment related enquiry

Once you have identified your professional learning needs, the enrolment is as easy as dropping an email or contacting the RTO staff by phone. Potential students/learners may contact the RTO via email ([info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au)), or phone, 07 3218 2795, with the expression of interest to enrol. Students/learners are to fill out a pre-enrolment survey prior to their enrolment which is used to ascertain previous recognitions, students' / learners' suitability to the qualification, credit transfers and other relevant information. Also, learners will be asked to complete a brief LLN assessment prior to training and assessment if the student is not exempted for LLN assessment (see Marketing Brochure for entry requirements).

All students/learners will be recruited in an ethical and responsible manner. Our Equity and Access policy and procedure ensures that client selection decisions comply with equal opportunity and other relevant legislation, regulations and standards.

Please contact the RTO via email, ([info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au)), or phone: 07-3218 2795, to enquire about our scope, and your interests and the alignment of the preferred unit with your needs.

#### STEP-1

As the client or prospective Student, you will:

- ❖ Read the marketing information carefully from Marketing Brochure & and other salient information from this Student Handbook. Students are also encouraged to undertake prior independent research about the scope before initiating enrolment process with the RTO.
- ❖ Assess if the desired scope is in line with your professional development needs.
- ❖ Ensure that you are not an overseas student.
- ❖ Ensure that you are happy with the College fees, chosen units, location of the College, hours of operation, available student support, and
- ❖ Ensure that you meet admission requirements (Marketing Brochure has this information).
- ❖ The RTO uses several documents: Marketing brochure, Student Handbook, Pre-enrolment Analysis (i.e., Survey Monkey Link), and enrolment form with current and accurate information regarding the following:



## Student Handbook

- The requirements for acceptance into a course, including the minimum level of English language proficiency, educational qualifications or work experience required and whether course credit may be applicable.
- The course content and duration, qualification offered if applicable, modes of study and assessment methods
- Campus locations and a general description of facilities, equipment, and learning and student resources available to students.
- Details of any arrangements with another registered provider, person or business to provide the course or part of the course
- Indicative course-related fees including advice on the potential for fees to change during the student's course and applicable refund policies.
- Information about the grounds on which the student's enrolment may be cancelled.

If students/learners are happy to proceed after carefully examining the information provided, they must complete an enrolment form and return it to Luminous Education Pty Ltd together with **the payment** (i.e., non-refundable enrolment application fees) as identified on the **marketing brochure** of our scope (or request for an invoice and then pay), an original proof of any photo identification (e.g., passport, driver license), a proof of permanent residency, and, if credit transfer is sought originals of relevant transcripts and previous AQF certification. This can also be discussed in person with the RTO staff. Fill out an enrolment form with supporting documents as required with the enrolment form.

**Note: The RTO does not accept pre-paid fees greater than \$1500 (i.e., applicable to all scope).**

The College administration staff will send you the enrolment application form if requested. Students must complete the enrolment form and send the completed form to the Institute along with the required documentation (i.e., passport or photo IDs, previous AQF certification for qualifications). Completed student enrolment forms will be processed by the Institute (i.e., the CEO, or RTO Manager) and the application will be assessed based on the information supplied. Student recruitment will be guided by access and equity principles. Staff will utilise USI procedure (i.e., written procedure is available to help staff) to obtain USI for students. Obtained USI will be further verified using Student Management System.

Luminous Education Pty Ltd Pty Ltd will not use any third-parties and education agents to market its courses. Luminous Education Pty Ltd ensures students' qualifications, experience and English language proficiency are appropriate for the scope for which enrolment is sought.



## Student Handbook

### STEP-2

- ❖ After an enrolment form is filled, The RTO will first collect Non-refundable administration fees (i.e., amount as per individual Marketing brochure of the scope and by alerting the learner to the fees / refund policy.
- ❖ The RTO will conduct a web-based pre-enrolment analysis (i.e., Survey Monkey) to determine students' Qualifications, Experience and English Language Proficiency and ascertain student support and reasonable adjustments. The College administration will send a link to you via email or phone. The analysis is to ensure that the scope you are applying for is suitable. Furthermore, the analysis will probe your motivations, previous learning, RPL, CT, aptitude, expectations, study obligations and special support requirements. A pre- enrolment analysis will be completed by all students without any exceptions. The College will review submitted information and communicate the outcome of the review with you. To further clarify pre-enrolment requirements, the RTO Manager may talk with you over the phone or via Skype.
- ❖ The RTO trainer and assessor will follow the RTO policy on Student Support & reasonable adjustments if you require any additional support (i.e., as identified by pre-enrolment analysis). If the student has a disability officer, the trainer and assessor together with student will complete an access plan.

### STEP 3

- ❖ Where LLN exemption is not met as per the RTO marketing brochure, students are to complete a brief LLN assessment using LLN Robot.
- ❖ LLN assessment will be according to the ACSF level required for any individual course. The RTO officer will help and guide you to complete the LLN assessment using LLN Robot website; <https://www.llnrobot.com.au>.
- ❖ The trainer/assessor will assess students and communicate the LLN results with the student and allow access to training and assessment.
- ❖ If the student does not meet LLN requirements, the RTO encourages you to complete LLN training outside the RTO.
- ❖ Processing of enrolment will be finalised within 14 calendar days after LLN assessment.

**Up to this point, student is only charged non-refundable application processing fees as identified in Marketing Brochures.**



## Student Handbook

### STEP 4

The Student is required to:

- ❖ Once the enrolment is finalised and the student is accepted, the student/learner will receive their payment invoice, student workbooks, Student Materials, supplementary resources, necessary procedural forms (e.g., the Appeal Form), Training Plan, Trainer /assessor contact, facility information and the Learner Assessment Guide. The package will also include confirmation of enrolment. The Student will also receive relevant Books as part of the material fees paid. However, you are to ensure that you respect the © Copyright (i.e., particularly eBooks) information. You cannot distribute the eBook subject to the © Copyright information.
- ❖ Luminous Education Pty Ltd recognises qualifications and Statements of Attainment issued by another RTO. Where a student enrolls in a qualification delivered and assessed by the RTO, the Institute will recognise units of competency included on a Statement of Attainment/ Records of results issued to the applicant by another RTO. The course duration & fees are adjusted as per course credits awarded.
- ❖ Luminous Education Pty Ltd recognises students' prior learning. Recognition of Prior Learning (RPL) is a process through which applicants gain course credits based on experience gained through similar study (but not direct equivalent), work experience (in any form) or through informal or formal training or other life experiences.
- ❖ Luminous Education Pty Ltd ensures that all procedures and policies for students' enrolment into a course are followed correctly. Luminous Education Pty Ltd has a student record management system in place that provides data that meets the AVETMISS Standard.
- ❖ If the applicant's educational qualifications do not meet the Institute's admission requirements, other factors may be considered at the discretion of the institute. Verified evidence of these other factors must be included with the application. These other factors may include but not limited to:
  - o Mature age, and or proof of being 18 years or older at the proposed date of commencement, Work experience,
  - o Attitude and aptitude,
  - o Previous academic results,
  - o Attendance / participation rate in the previous institute,
  - o Ability and skills to function in an academic environment,
  - o Possibility to succeed in his/her academic endeavours.
- ❖ All completed applications are to be filed into the respective students' folders.
- ❖ It is the policy of the RTO that all students seeking enrolment must be 18 years or older for an entry into the course. No students under 18 will be enrolled.

### STEP 5

- ❖ The RTO trainer and assessor will engage with students from here after. Students will be provided Learner assessment guides, workbooks and delivery plans and all learner material in a single package together with the prescribed text book materials as per TASs.



## Student Handbook

- ❖ Trainer and assessors will also inform students about our support policy and available support.

### Assessment submission

- ❖ After completing required assessment tasks, students/learners may submit completed assessments in person, or alternatively via post by addressing it to Luminous Education Pty Ltd. The completed assignments can also be submitted via email (refer to 'Learner Assessment Guide').

### AQF certification issuance

Once the client is deemed competent and full payment has been received (including RPL), the relevant AQF certification will be sent out to the client within 30 calendar days after the completion of the training program.

**PLEASE NOTE** that once Luminous Education Pty Ltd receives the student's assessment task, marking time can be up to 30 calendar days. In the case of RPL, the duration of the marking process varies depending on the client's individual circumstances. If the assessor requires further information they will contact the student.

### Materials

- ❖ All students/learners will be provided student workbooks and relevant course handouts and Books where relevant.
- ❖ Students/learners will receive access to supplementary materials wherever applicable.
- ❖ Students/learners will have access to supplementary resources. These resources are available for borrowing (ask RTO staff).
- ❖ Other forms will be sent along with Delivery Plans

### Scope changes

Unit (s) content, scheduling, and resources are subject to occasional change. However, all students/learners will be notified of such changes before the commencement of their enrolment. If the changes are due to the competency being superseded, transition period is allowed for students/learners undertaking the unit, and the unit of competency will not be advertised for further enrolments. Students/learners are to contact Luminous Education Pty Ltd for further information prior to their enrolment. Once, students' enrolment is finalised, the unit of competency (s) or any scope will not be subject to change.



## **Student Handbook**

### **SUPPORT SERVICES**

Student support policy Luminous Education Pty Ltd will assist all Learners in their efforts to complete training programs by all methods available and reasonable. Luminous Education Pty Ltd will determine the support needs of individual Learners and provide access to the educational and support services necessary for the individual student to meet specific requirements of training packages. Luminous Education Pty Ltd will continue to develop strategies to make support available where gaps are identified. Learners are encouraged to talk with their available first point of contact, by informing the RTO about difficulties they face.

As Trainers are considered first point of contact for learners, they are responsible for ensuring that all Learners are aware they can contact their trainer/assessor in the event that learners are experiencing difficulties with any aspect of their studies. Staff will ensure Learners have access to the full resources of Luminous Education Pty Ltd to assist them in achieving the required level of competency.

In the event that the learner is experiencing personal difficulties, training staff will encourage the student to contact Luminous Education Pty Ltd who will provide discreet, personalised and confidential assistance as according to the nature of the difficulties. In the event that the learner's needs exceed the capacity of the support services Luminous Education Pty Ltd can offer, learners will be referred to an appropriate external agency. Extensive information regarding support agencies, resources and services may be sourced externally. Luminous Education Pty Ltd staff members will assist Learners to source appropriate support.

Once identified, the RTO will deploy its available support by initiating contact with the student. The student will be individually guided through his/her learning.

#### **The following support will be available to learners:**

- ❖ Although, all students/learners are afforded one-to-one feedback with their trainer/assessor on regular basis, additional feedback is also arranged if the learner needs that support.
- ❖ Also, students/learners can avail additional trainer contact during Skype, Goggle Hangouts and via the Unit/Course Facebook page (i.e., Course Facebook page and your trainer/assessor will ask you whether you will prefer such interaction).
- ❖ Students/learners can utilise 'peer discussions' facilitated through the Facebook page. Your assessor will guide you how to use Facebook Page.
- ❖ Access to supplementary business resource upon request.





## Student Handbook

- ❖ RTO trainers will regularly maintain phone contact with identified learners.
- ❖ Access to subject matter experts within business industry (e.g., provision of guest speakers during some class-room training).
- ❖ Support to access external services e.g., counselling, financial advice etc., (will be done on a case-to-case base).
- ❖ Off-campus help is also provided using web technology, to assist with the competency progress.
- ❖ Although, all learners are required to have access to a computer, learners are provided access to laptops/tablets if there is a need.
- ❖ Language, Literacy and Numeracy (LLN): The RTO conducts a pre-enrolment survey prior to enrolling participants in the competency to determine LLN needs. Although, this cohort of learners is expected to demonstrate proficient LLN skills, LLN assessment will take place prior to course commencement to assess an individual's skills and capabilities and relevant educational support will be facilitated by the trainer. Students/learners may visit the website

<http://www.australiancurriculum.edu.au/generalcapabilities/literacy/introduction/introduction>, to enquire about their nearest LLN support center.

### Flexible delivery and assessment procedures

Luminous Education Pty Ltd recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, the learner who is experiencing difficulty in learning and achieving the desired results in the traditional setting may show considerable improvements. The staff and management of Luminous Education Pty Ltd respect these differences among Learners and will endeavour to make any necessary adjustments to their methods in order to meet the needs of a variety of Learners. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the learner can verbally demonstrate competency. Acceptable and reasonable adjustments to teaching and assessment methods may include, but are not limited to; having a trainer read assessment materials to Learners, having the learner's spoken responses to assessment questions recorded or allowing the learner to sit for an assessment alone in a different room.

Luminous Education Pty Ltd staff will pursue any reasonable means within their ability to assist Learners in achieving the required competency standards. In the event that the learner's needs exceed the capacity of the support services Luminous Education Pty Ltd can offer, they will be referred to an appropriate external agency. All additional support may incur cost to the learner.





## **Student Handbook**

### **Learner Feedback**

Upon completing each unit of competency, learners are encouraged to provide their feedback about their learning experience at the RTO by way of completing the Learner Feedback Form. Your feedback is voluntary, however, we insist that you provide your feedback to inform our practices relating to training and assessment.

### **Reasonable adjustment**

Reasonable adjustment means adjustments that can be made to the way in which evidence of learner performance is collected. Whilst reasonable adjustments can be made in terms of the way in which evidence of performance is gathered, the evidence criteria for making competent / not yet competent decisions (and / or awarding grades) WILL not be altered in any way. Reasonable adjustments are guided by RTO's policy and procedure and the individualised access plan.

### **Access Plan (Individualised)**

If disability is identified, the student's caretaker, or disability support officer along with the student will sit with our trainer and assessor and will agree on the Access Plan. The access plan is a formal document outlining the provision of support that the student can expect during the duration of the unit (s) / other future scope.



## **Student Handbook**

### **Qualifications and UNIT (S) OF COMPETENCY ON OFFER**

Which Qualifications unit(s) of competencies can I study with Luminous Education Pty Ltd?

The RTO offers three Qualifications and two units of competencies currently. However, the RTO will continue to add future scope to serve its clients. In this case, students are encouraged to keep an eye on the Marketing Brochures that will be made available soon any scope is added.

#### **BSB30115 – Certificate III in Business**

This qualification reflects the varied roles of individuals across different industry sectors who apply a broad range of competencies using some discretion, judgment and relevant theoretical knowledge. They may provide technical advice and support to a team.

#### **BSB51415-Diploma of Project Management**

This qualification reflects the role of individuals who apply project management skills and knowledge. They may manage projects in a variety of contexts, across a number of industry sectors. They have project leadership and management roles and are responsible for achieving project objectives. They possess a sound theoretical knowledge base and use a range of specialised, technical and managerial competencies to initiate, plan, execute and evaluate their own work and/or the work of others.

#### **BSB51915-Diploma of Leadership and Management**

This qualification reflects the role of individuals who apply knowledge, practical skills and experience in leadership and management across a range of enterprise and industry contexts. Individuals at this level display initiative and judgement in planning, organising, implementing and monitoring their own workload and the workload of others. They use communication skills to support individuals and teams to meet organisational or enterprise requirements.

They plan, design, apply and evaluate solutions to unpredictable problems, and identify, analyse and synthesise information from a variety of sources

#### **BSBWOR502 - Lead and manage team effectiveness**

This unit describes the skills and knowledge required to lead teams in the workplace and to actively engage with the management of the organisation. It applies to individuals working at a managerial level who facilitate work teams and build a positive culture within their work teams. At this level, work will normally be carried out using complex and diverse methods and procedures requiring the exercise of considerable discretion and judgement, using a range of problem solving and decision-making strategies.



## **Student Handbook**

### **BSBLDR501 - Develop and use emotional intelligence**

This unit covers the development and use of emotional intelligence to increase self-awareness, self-management, social awareness and relationship management in the context of the workplace. It includes identifying the impact of own emotions on others in the workplace, recognising and appreciating the emotional strengths and weaknesses of others, promoting the development of emotional intelligence in others and utilising emotional intelligence to maximise team outcomes. It applies to managers who identify, analyse, synthesise and act on information from a range of sources and who deal with unpredictable problems. They use initiative and judgement to organise the work of self and others and plan, evaluate and co-ordinate the work of teams.

Luminous Education Pty Ltd has chosen these competencies according to the demands of the industry and potential learner cohorts through a rigorous survey. In addition to the competency selection, our training and assessment strategies have resulted from industry consultation, target market surveys, and employer surveys. The operating context and the industry will continue to inform our training and assessment strategies and practices.

#### **What are the prerequisites?**

The prospective student is to examine the relevant Marketing Brochure of the current unit (s), or any future scope (i.e., in person at the RTO, website) for the following information:

- ❖ Who is the unit (s) / or the course is for?
- ❖ What are the entry requirements of the unit (s) / or the course (i.e., also applicable to our future scope)?
- ❖ A brief description of the study including any Licensing/Regulatory Information?
- ❖ Why choose Luminous Education Pty Ltd?
- ❖ What is the structure of the study (i.e., elective & core units if the RTO offers any qualification in the near future)?
- ❖ What are tuition and non-tuition fees?
- ❖ Credit transfer & RPL-related information.
- ❖ What skills you will gain?
- ❖ What assessment methods will be used (e.g., theory tasks, portfolio, third-party, written assessments and reports, role=plays, reflections)?
- ❖ What delivery methods will be used?
- ❖ Where the scope will be delivered?
- ❖ What are the employment and future study pathways?
- ❖ What is the refund criteria?
- ❖ What AQF Certification will be received by the learner upon completion?
- ❖ What will be the duration of the study?
- ❖ What support methods are afforded to students?
- ❖ What will be the volume of learning including the amount of training and personal self-study?

Prior to starting the unit, learners will undergo:



## Student Handbook

- ❖ An introduction process, explaining the units of competency and the training and assessment system, and an overview of what to expect
- ❖ Information sessions from the trainer/assessor about 'Student Workbook' or other study Materials and its role in preparing learners for classroom sessions, completing self-directed learning and achieving positive outcomes in assessments.
- ❖ Students/learners are to become familiar with 'Learner Assessment Guide' a reference document for all required assessment tasks for this unit of competency.
- ❖ Student will receive additional learner resource (e.g., PowerPoint slides, content handouts, Materials)
- ❖ A review and induction to the Training Plan and face-to-face training
- ❖ Students are encouraged to access the available Learning support (i.e., Skype, Google Hangouts, additional Trainer contact, Course Facebook page if students wants this platform to learn).
- ❖ Students will complete assessments, class-activities and will receive feedback from their trainers



## **Student Handbook**

### **TRAINING AND ASSESSMENT**

Luminous Education Pty Ltd. is committed to delivering high quality training and assessment services that meet the expectations of their students/learners. To ensure this, the RTO has implemented processes for data collection and analysis within its operations that ensure the continuous improvement of training and assessment. Continuous improvement measures in this area respond to the results of data analysis and involve all internal and external stakeholder groups.

The quality and continuous improvement policy and procedure defines the methods of data collection and analysis. In order to provide high quality outcomes to their clients and students/learners, Luminous Education Pty Ltd. ensures that strategies for training and assessment are developed with effective consultation with industry, potential learners and stakeholders.

#### **We will adhere to Principles of Training and Assessment**

Training and assessment strategies developed by Luminous Education Pty Ltd. will adhere to the following principles:

Training and assessment strategies are developed for each unit of competency that will be delivered and assessed. Each strategy provides a framework to guide learning requirements and the training and assessment arrangements of each training product – the macro level requirements of the learning and assessment processes.

All competencies will require the development of a training and assessment strategy.

Each training and assessment strategy will be developed in consultation with industry representatives, trainers, assessors and key stakeholders

Training and assessment strategies will reflect the requirements of the relevant training package and will identify target groups

Training and assessment strategies will be validated annually through the internal review procedures and industry consultation.

Quality training and assessment principles Luminous Education Pty Ltd. will apply the Principles of Assessment and the Rules of Evidence to achieve positive outcomes.

Principles of assessment To ensure quality outcomes, assessment should be:

- ❖ Fair
- ❖ Flexible
- ❖ Valid
- ❖ Reliable

Fair The individual learner's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to take into account the individual learner's needs. The RTO informs the learner about the assessment process, and provides the learner with the opportunity to challenge the result of the assessment and be reassessed if necessary. Learners have access to the appeal



## Student Handbook

form online through RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au) Appeal forms will also be provided along with the Learner Assessment Guides.

Flexible Assessment is flexible to the individual learner by:

- ❖ Reflecting the learner's needs;
- ❖ Assessing competencies held by the learner no matter how or where they have been acquired; and
- ❖ Drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.

Valid Assessment is valid when the process is sound and assesses what it claims to assess. Validity requires that:

- ❖ Assessment against the unit(s) of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance;
- ❖ Assessment of knowledge and skills is integrated with their practical application;
- ❖ Assessment to be based on evidence that demonstrates that a learner could demonstrate these skills and knowledge in other similar situations; and
- ❖ Judgement of competence is based on evidence of learner performance that is aligned to the unit/s of competency and associated assessment requirements

Reliable Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence These are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is:

- ❖ Valid
- ❖ Sufficient
- ❖ Authentic
- ❖ Current

Valid The assessor is assured that the learner has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.

Sufficient The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a learner's competency.

Authentic The assessor is assured that the evidence presented for assessment is the learner's own work.

Current The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past. This is particularly relevant to RPL.



## Student Handbook

### Assessment Policy

Luminous Education Pty Ltd acknowledges the critical role that assessment plays in determining the competency of students/learners. In developing the assessment (including RPL) for the units of competencies, the RTO ensures:

- ❖ Compliance with the assessment guidelines from the relevant training package and unit of competency
- ❖ Assessment leads to a statement of attainment and AQF Certification (i.e., if applicable) under the Australian Qualifications Framework (AQF)
- ❖ Assessment complies with the principles of competency-based assessment and informs the student of the purpose and context of the assessment
- ❖ Evidence collected conforms to the rules of evidence.
- ❖ The application of knowledge and skills is relevant to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment
- ❖ Timely and appropriate feedback is given to students/learners
- ❖ Assessment complies with Luminous Education Pty Ltd.'s access and equity policy
- ❖ All students/learners have access to re-assessment on appeal

Luminous Education Pty Ltd. implements an assessment system that ensures that assessment (including Recognition of Prior Learning) complies with the assessment requirements of the relevant training package or VET accredited course. Luminous Education Pty Ltd. recognises that each unit of competency contains assessment requirements relating to; performance evidence, knowledge evidence and assessment conditions outlined by the relevant training package.

### RE-ASSESSMENTS OR TRAINING EXTENSIONS

Guided by our assessment policy, Luminous Education Pty Ltd will provide 2-assessment attempts for free to all clients. Students are to provide relevant supporting reasons (e.g., medical grounds, job commitments, family commitments, pregnancy, illness, supporting an ill friend or a family member, mental stress, accidents, stress, other set of circumstance) along with evidence. However, after 2 assessment attempts and the first original attempt; it is reasonable that the student will need to pay on pro-rata basis (i.e., calculated at the level of the unit of competency). The fees will be calculated for the whole unit of competency, AND not at the level of any individual assessment task (s).



## Student Handbook

### SIMULATED WORKPLACE ENVIRONMENT

Luminous Education Pty Ltd ensures that the training is delivered to the standards of a real workplace environment. Our assessment and training assimilate workplace environment at the RTO facility, by which students/learners are required to complete a variety of assessment tools. The RTO will utilize simulations provided by IBSA (e.g., Apparel Brands, Australian Hardware, Case Study by TBS). The RTO assessors have relevant instructions in the 'assessor guides'. We have dedicated facilities (e.g., access to conference rooms, laptops, Web technology) that give the feel of a real workplace, where students/learners will conduct team/Skype meetings, engage in consultation, role-plays and other practical scenarios at the RTO premises. Students/learners will also respond to case-studies and practical tasks. A simulated workplace environment is a form of evidence gathering that involves the candidate completing or dealing with a task, activity in an off the job situation that replicates the workplace context. Simulations allow recreating realistic workplace situations (e.g., the use of on-line business contexts, the creation of role-play based workplace scenarios, the reconstruction of a business situation on spreadsheets). In developing simulations, the emphasis is not so much on reproducing external circumstance but on creating situations where you are able to demonstrate:

- ❖ Skills and knowledge
- ❖ Core skills such as decision making and problem solving
- ❖ Workplace practices such as effective communication
- ❖ Other skills and performance evidence related to the unit of competency or accredited unit you are undertaking

The trainer/assessor confirms the appropriate simulated workplace conditions to the students/learners for the assessment of this unit (Assessor Guides). Each learner will receive the relevant 'Learner Assessment Guide' prior to their training which covers range of information tapping assessments.

Resources available for the delivery and assessment of this unit

- ❖ Computers with fast internet
- ❖ Printers
- ❖ Stationary
- ❖ Web technology
- ❖ Data Projectors
- ❖ Supplementary textbooks
- ❖ IBSA Student Workbooks
- ❖ Additional learning support (i.e., Google hang-out, Skype contact, trainer email and phone contact, course Facebook page if learners are keen)
- ❖ Microsoft Word
- ❖ Assessor Guide (assessor instructions)
- ❖ Learner Assessment Guides





## **Student Handbook**

### **RECOGNITION OF PRIOR LEARNING**

Recognition of prior learning means recognition of competencies currently held, regardless of how, when or where the learning occurred. These competencies may be attained through any combination of formal or informal training and education, work experience or general life experience. In order to grant RPL, the assessor must be confident that the student is currently competent against the endorsed industry or enterprise competency standards or outcomes specified in Australian Qualifications Framework relevant to the unit. The evidence may take a variety of forms and could include previous certification, formal RPL assessment, references from past employers, testimonials from clients and work samples. The assessor must ensure that the evidence is authentic, valid, reliable, current and sufficient.

Luminous Education Pty Ltd. appreciates the value of workplace and industry experience, and recognises that students/learners will acquire vocational skills and knowledge from a variety of sources other than formal training. These skills are legitimate irrespective of how they were acquired and the RPL process is designed to provide validation of such relevant skills.

#### **Luminous Education Pty Ltd.'s Recognition of Prior Learning Process**

Recognition of Prior Learning (RPL) is an assessment process that assesses an individual's formal, non-formal and informal learning to determine the extent to which the individual has achieved the required learning outcomes, competency outcomes, or standards for gaining recognitions for competencies. The recognition of prior learning (RPL) process will be offered to and explained to all relevant students/learners. All students/learners will have access to Luminous Education Pty Ltd.'s RPL policy which is contained in the Luminous Education Pty Ltd. Learner handbook. The candidates may obtain information prior to their enrolment. Students/learners who believe they have already obtained current skills and knowledge that would otherwise be covered in the unit of competency for which they intend to attain, should apply for RPL before or at the time of enrolment (i.e., Tick RPL Enrolment on the Enrolment Form). The student's skills and knowledge will be assessed and validated, and where appropriate, units of competency acknowledged and face-to-face training reduced. The RTO conducts a pre-enrolment survey to ascertain RPL. When the learner and the RTO trainer/assessor have identified RPL, the candidate will proceed with completing an RPL assessment (i.e., RPL Candidate Manual). The candidate will be provided all necessary information about the completion of RPL assessment and documentary evidence required. Candidates are also encouraged to provide their feedback on RPL assessments by completing the RPL Feedback Form. Candidates also have access to the RTO's appeal policy available on the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au). The assessor will also alert you to Appeal Process during the assessment process.

#### **Credit Transfer**

Credit transfer refers to the transferral of academic credit obtained by students/learners through participation in courses, unit (s) of competency or national training package qualifications with other RTOs, towards those unit (s) of competency that are offered by Luminous Education Pty Ltd. Credit transfer is granted on the basis that the credit validates the student's competency within the relevant qualification / unit of competence. Credit transfer of the unit (s) of competency is available to all



## Student Handbook

students/learners enrolling in any unit (s) of competency offered by Luminous Education Pty Ltd. The RTO conducts a pre-enrolment survey to ascertain credit transfers.

## FEES / PAYMENTS

### Fee Structure

The unit (s) of competency offered by Luminous Education Pty Ltd has a specific fee. The fee is the maximum fee that will be charged to the student. Furthermore, all of the RTO's current (i.e., 2 units of competency) & future scope (any course or unit or skill set) Fees are advertised via the Individual unit or the Course 'Marketing Brochure'.

Luminous Education Pty Ltd. operates as a 'fees for service' training business. All clients will be required to pay fees as per the criteria outlined in the Marketing Brochure of any current unit or future course.

The Marketing Brochure (s) contain (s) itemised fees information (i.e., Total tuition fees, Qualification or unit Fees, Material Fees, Non-refundable enrolment processing fees). Furthermore, refund conditions that are outlined in this Student Handbook will apply across all scope.

It is noteworthy, that the terminology, 'Non-refundable enrolment processing fees' is same as the administration fees or the application processing fees.

Initial Payment required during enrolment is mentioned in the individual Marketing Brochure.

Note: Non-refundable Enrolment Fees including the prepaid tuition fees are refunded in full only under two scenarios:

1. Luminous Education Pty Ltd fails to provide the agreed services.
2. Subject to the state consumer law.

It is our Policy that:

- ❖ No withdrawal fee is applicable.
- ❖ No re-submit fee applies within 2 ADDITIONAL ASSESSMENT ATTEMPTS.
- ❖ No re-assessment fee applies 2 ADDITIONAL ASSESSMENT ATTEMPTS.
- ❖ No fees apply to the issuance of the statement of attainment.

It is the Policy of Luminous Education Pty Ltd that we do not accept pre-paid course fees that are greater than the amount of \$1500.

### Qualification re-issuance fees

When the student requests a new copy of his / her certification, the following fees apply:

- ❖ Statement of attainment \$25.00 + GST
- ❖ Complete AQF Certification (i.e., only relevant for future scope in case of a complete qualification) cost is \$ 40 + GST.



## Student Handbook

### RPL Fees

- ❖ Recognition of prior learning (RPL) is offered at the level of individual competency
- ❖ RPL fee is mentioned in the Marketing Brochure (s).
- ❖ Enrolment Application fees (or administration fees) also apply to the RPL.

### Fees for the gap training

The RTO's fees/refund relevant to the training delivery model is applicable during gap training.

#### Contact Us

Luminous Education Pty Ltd Level  
22, 127 Creek Street Brisbane City QLD 4000  
Email: [info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au)  
RTO website: [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au)  
Phone: 07-32182795

Fee information is available via:

- ❖ Luminous Education Pty Ltd.'s Marketing Brochure (i.e., in person, via website)
- ❖ Through an email request from Luminous Education, [info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au)



## Student Handbook

### REFUNDS

An application for a refund is addressed according to the notice given by the person making the request:

- ❖ All applications for refunds is to be made in writing. All refunds are calculated according to the tuition fees paid in advance and not according to the total fees, as the enrolment fees are non-refundable.
- ❖ 14 days prior to the commencement of the competency – full refund of prepaid tuition fees (e.g., if fees paid are \$450, then the refund is \$450).
- ❖ Between 13 days and 7 days prior to the course = 75% refund of prepaid tuition fees.
- ❖ Between 6 days and the commencement of the course = 50% refund of prepaid tuition fees.
- ❖ Withdrawal during the competency – no refund. However, a pro-rata credit is available so the student can complete the competency at a later date.
- ❖ No refunds will be given if the student does not show up to classes without providing valid reasons.
- ❖ The RTO will adhere to the STATE CONSUMER LAW, where cooling off period of 10 days will be observed.

Note: Enrolment Fees including the prepaid tuition fees is refunded in full under two scenarios:

- o Luminous Education Pty Ltd fails to provide the agreed services.
- o Subject to the state consumer law.

Information is provided prior to enrolment or the commencement of training and assessment, whichever comes first, specifies the student's rights as a consumer, including but not limited to any statutory cooling-off period (where applicable) and the student's right to obtain a full refund for services not provided by the Luminous Education Pty Ltd in the event the:

- ❖ If agreed arrangements are terminated earlier, the RTO will initiate the refund process and will provide a full refund of the pre-paid tuition fees, Material fees (if applicable) including the non-refundable Enrolment Application fees. It is noteworthy that the students are required to return Materials to the College.
- ❖ Luminous Education Pty Ltd fails to provide the agreed services due to unexpected circumstances.



## Student Handbook

### STUDENT PROGRESS

Learners have the right to request information about or have access to their own individual records. Luminous Education Pty Ltd trainers and assessors or administration staff will provide the requested information or access. Learners also have the right to request a hardcopy of their own individual file that can be supplied as a printout from records retained within the student data management system (i.e., VET TRAK). Furthermore, students can see their completed training via the USI portal. Students can ask the relevant college staff to know more about the USI procedure to see any transcripts / statement of attainment.

Please feel free to ask your Luminous Education Pty Ltd's trainer and assessor or administration staff at any time for a printout of your progress.

### COMPLAINTS & APPEALS

Luminous Education Pty Ltd has a defined complaints and appeals process that will ensure Learners' complaints and appeals are addressed fairly, effectively and efficiently. Furthermore, learners, trainers, assessors, other RTO staff and stakeholders will have a public access to Complaint and Appeal forms and policies and procedures. Complaints and Appeal forms along with policies and procedures are also available on the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au). Furthermore, all complaints and appeals are documented in complaints and appeals registers respectively.

Luminous Education Pty Ltd. strives to ensure that each learner is satisfied with their learning experience and outcome. In the unlikely event that this is not the case, all Learners have access to rigorous, fair and timely complaint and appeal processes. All complaints and appeals will be reviewed as part of the continuous improvement process and where corrective action has been highlighted while achieving resolution during RTO monthly meetings, it will be implemented as a priority.

All complaints will be reviewed at Luminous Education Pty Ltd during monthly management meetings. Continuous improvement procedures may be actioned when the complaint / appeals procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the complaint identifies a problem with the current Luminous Education Pty Ltd policies and / or procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

Note: All complainants/appellants are to follow the appropriate code of conduct and procedures whilst communicating with the relevant staff.

The RTO implements complaints and appeals policy rigorously and by utilising detailed procedures below to ensure that your concern is attended and resolved:

- ❖ The Complaint Form
- ❖ The Appeal Form
- ❖ Complaint & Appeal Feedback Form



## Student Handbook

- ❖ Complaint Register
- ❖ Appeal Register
- ❖ Corrective Action Report
- ❖ Continuous Improvement Register
- ❖ Complaint & Appeal Policy and Procedure

### COMPLAINTS

All formal complaints must be submitted in writing (i.e., by filling out the Complaint Form). Luminous Education Pty Ltd has ensured that complaints forms are easy to read and complete.

Information obtained through the complaint form allows the RTO to manage and respond to allegations involving the conduct of:

- ❖ the RTO, its trainers, assessors, RTO staff and other parties involved
- ❖ a learner of the RTO

The RTO will respond to all complaints within 30 calendar days of receipt.

The RTO Manager will convene the complaint committee. The complaint committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular complaint. Members of the committee should include:

- ❖ A representative of Luminous Education Pty Ltd's management
- ❖ A Luminous Education Pty Ltd's training staff member
- ❖ A person independent of Luminous Education Pty Ltd.

Although, the complaint committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the complaint if requested in writing, and after exhausting internal processes.

The complaint committee will inform all parties involved of the outcome in writing via email or in writing. For complaints with added complexity, and for example, in the instance where the review is conducted by independent parties, the resolution may take longer, hence, all learners will be notified in writing if the resolution of complaints will take longer than 60 calendar days. Also, the reasons for the delayed temporal course of resolution will be provided in writing to the complainant. Luminous Education's management will maintain a complaints register to document the course of action and resolution of all formal complaints. All complaints including feedback substantiated by the complaints procedure will be reviewed as part of the Luminous Education Pty Ltd.'s continuous improvement procedure.



## Student Handbook

### HOW TO LODGE A FORMAL COMPLAINT?

It is a normal procedure that all formal complaints are lodged in writing by filling out the Complaint Form. Complaints forms are available on the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au) to all persons (i.e., RTO staff, trainer/assessor, the learner, stakeholder) wishing to make a complaint. If required, the RTO staff will assist you in filling out the form.

After being in receipt of the complaint form, complainants will receive an acknowledgement email that the complaint has been received by the RTO staff. Complainants will receive the final resolution outcome by way of writing within 30 Calendar days. Learners will be informed by way of writing if the resolution will take longer than 60 calendar days.

If the learner is still not satisfied with the resolution of the complaint, the learner may contact ASQA and lodge a written complaint against the RTO

The complaint may be submitted to the Complaints Team, Australian Skills Quality Authority (ASQA). The RTO may provide further information upon inquiry in relation to this.

#### **Make a complaint—domestic students**

(For example, ASQA Website writes: <https://www.asqa.gov.au/complaints/make-complaint-domesticstudents>)

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that those providers are delivering quality training and assessment services.

This section will help students understand:

- ❖ How to resolve a problem with your training provider, and
- ❖ What you can expect if you submit a complaint to ASQA.

information on making a complaint for overseas students.

Complainants other than learners may opt for an independent review.





## Student Handbook

### APPEALS

The Luminous Education Pty Ltd's appeals process is concerned with the learner's right to request a change to decisions or processes of an official nature, usually in relation to academic or procedural matters. Assessment decisions include RPL assessment decisions too. In the case of the learner's appeal against specific assessment decisions, the learner should first discuss the decision(s) with the relevant trainer/assessor or staff member, and requests re-evaluation. The RTO member will hear the learner's appeal, make fair judgement to the best of their ability as to whether change(s) are required, and then discuss their final decision with the learner.

If the learner is still dissatisfied with the trainer or assessor's decision, they have the right to take the appeal to the management team. The formal notice of appeal is required to comply with the following principles upon submission to the RTO management:

- ❖ The notice of appeal should be made in writing, addressed to Luminous Education Pty Ltd for referral to the management team and submitted within (14) calendar days of notification of the outcome of the assessor's re-evaluation process. The appeal form is available on the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au), or it can be requested by email. Also, appeal forms are given to learners with the Learner Assessment Guides.
- ❖ The notice of appeal must be submitted within the specified timeframe otherwise the original result will stand. If the learner's appeal needs to be deferred due to emergency, such as in the case of serious illness or injury, a medical certificate supporting the case must be forwarded to the RTO management (email: [info@luminouseducation.edu.au](mailto:info@luminouseducation.edu.au)). The notice of deferral must be submitted within (7) calendar days of the conclusion date displayed on the medical certificate.

The appeal committee will consist of a panel of members with no previous involvement or vested interest in the outcome of the particular appeal. Members of the committee should include:

- ❖ A representative of Luminous Education Pty Ltd's management
- ❖ A Luminous Education Pty Ltd's training staff member
- ❖ A person independent of Luminous Education Pty Ltd.

Although, the appeal committee will have an independent member, the RTO will provide an independent review (i.e., external to the RTO) for the appeal if requested in writing.

It is the responsibility of Luminous Education Pty Ltd.'s management to ensure adherence to the appeal procedure and that resolution is sought in all reasonable circumstances. This includes informing and assisting Learners with the appeal procedure and supply of appeal forms. The RTO staff is happy to assist you in filling out the Appeal Form.

All appeals will be reviewed at the monthly management meeting and, if appropriate, result in a continuous improvement process.

Continuous improvement procedures may be actioned when the appeal procedure results in identification of factors appropriate for improvement to internal operations. When the initial causative factor of the appeal identifies a problem with current Luminous Education Pty Ltd's policies and / or





## Student Handbook

procedures, the continuous improvement procedure will ensure changes are made to prevent reoccurrence of the problem.

### HOW TO LODGE AN APPEAL?

Learners will receive Appeal related information and forms with the Learner Assessment Guide, and are published on the RTO website, [www.luminouseducation.edu.au](http://www.luminouseducation.edu.au). All learners or candidates wishing to make an appeal or any other manner of objection in relation to the decision (e.g., assessment marking) of Luminous Education Pty Ltd have access to the following procedure:

#### STEP 1. Informal appeal:

- ❖ An initial appeal will involve the appellant communicating directly with Luminous Education Pty Ltd's assessors/trainers/relevant staff verbally or by email. Luminous Education's management will make the decision, and discuss their judgement with the appellant and record the outcome of the appeal.
- ❖ Learners / Candidates dissatisfied with the outcome of Luminous Education Pty Ltd's decision may initiate the formal appeal's procedure.

#### STEP 2. Formal complaint / appeal:

- ❖ In case of formal appeal against assessment marking, all learners are required to wait at least 24 hours (cooling off period) before they can appeal the assessment decision.
- ❖ It is a normal procedure that all formal appeals proceed only after the initial informal appeal.
- ❖ The formal appeal is to be submitted in writing by way of filling out the Appeal Form,
- ❖ After receiving the written appeal, the RTO will notify learners acknowledging the receipt of the appeal via email.
- ❖ the RTO Manager will convene the appeal committee to reach a resolution.
- ❖ The RTO appeal committee will reach a decision on the appeal after careful considerations
- ❖ Learners/students/candidates will be informed in writing within (30) calendar days of lodging the appeal. If the resolution takes longer than 60 calendar days, appellants will be notified in writing by explaining reasons for the delayed temporal course of resolution.

If the appellant is still not satisfied with the resolution of the appeal, the learner may contact ASQA and lodge a written complaint against the RTO.



## Student Handbook

Students' complaint may be submitted to the Complaints Team, Australian Skills Quality Authority (ASQA). The RTO may provide further information upon inquiry in relation to this.

### **Make a complaint—domestic students (**

**For example, ASQA Website writes: <https://www.asqa.gov.au/complaints/make-complaint-domesticstudents>)**

As the national regulator of Australian vocational education and training (VET) providers, ASQA uses information received through student complaints to ensure that those providers are delivering quality training and assessment services.

This section will help students understand:

- ❖ How to resolve a problem with your training provider, and
- ❖ What you can expect if you submit a complaint to ASQA.



## **Student Handbook**

### **UNIQUE STUDENT IDENTIFIER (USI)**

The Unique Student Identifier (USI) scheme, enabled by the Student Identifiers Act 2014, allows Learners to access a single online record of their VET achievements. For example, if you have undertaken 2 units of competency during the last 7 months, traditionally, you were required to keep a digital/physical record of your transcripts at home. Currently, the USI system manages your record of VET qualifications online. You can simply enter your USI and password to access your records from anywhere using a computer. The scheme also allows for reliable confirmation of these achievements by employers and other RTOs. The online system provides each student with a USI. Students/learners can create their USI by completing the online form on the website, <http://www.usi.gov.au/create-your-USI/Pages/default.aspx>.

Luminous Education Pty Ltd will only issue a statement of attainment (or AQF Certification if applicable) to the learner after the student /learner has provided a valid USI and the RTO has verified the USI. Alternatively, with your permission, Luminous Education Pty Ltd can apply for USI on your behalf.

To avoid any delays in issuing certification documentation Luminous Education will ensure that student's USIs are applied for and verified at the time of enrolment.

Luminous Education Pty Ltd will protect the security of all information related to USIs. Security measures are in place to protect both digital and hard-copy records from loss, damage, or unauthorised access. The RTO also ensures that the USI will not appear on AQF Certification



## **Student Handbook**

### **NATIONALLY RECOGNISED TRAINING**

Nationally recognised training is a form of training only delivered by registered training organisations (RTOs). RTOs can deliver nationally recognised training and issue nationally recognised qualifications (or statements of attainment) as per the Australian Qualifications Framework (AQF). Hence, Luminous Education Pty Ltd can issue its learners the statements of attainments that are designed to meet a standard of skills that you will need for the workplace. This means that the training you complete meets industry standards.

#### **Recognition of Australian Qualifications Framework (AQF) certification of another RTO**

Luminous Education Pty Ltd recognises all AQF qualifications and statements of attainment issued by any other RTO. If any ambiguity is detected when validating the learner's certification, Luminous Education Pty Ltd will seek verification from the relevant RTO before recognising the qualification or statement of attainment.

#### **Competency-based assessments**

In vocational education and training (VET), individuals are considered competent when they are able to consistently apply their knowledge and skills to the standard of performance specified by training packages. Competency based training concentrates on helping clients to develop the skills and knowledge needed to perform effectively in the workplace. Competency-based assessments are administered to measure individuals' skills and knowledge where no grades are given. Clients are assessed as 'competent' or 'not yet competent'. This type of training and assessment aims to ensure that individuals participating in the training have the competence to undertake their work role to the standard expected in a range of employment situations.

#### **Evidence based judgement**

Each unit of competency normally comprises several assessment tasks. For a student's performance to be deemed satisfactory in an assessment task, they must demonstrate satisfactory performance in all of the assessment criteria. This means students/learners must demonstrate that they can apply the relevant knowledge and/ or skills to satisfactorily complete each task to the desired standard in every part of the assessment task.

The RTO assessor will follow the assessment criteria contained in each assessment task. That is, each task identifies what students/learners must satisfactorily complete for performance to be deemed satisfactory.

The student's performance in each assessment task is recorded as either S - Satisfactory or NYS – Not Yet Satisfactory. Student results and feedback for each assessment task is recorded using the Unit Summary Sheet. All students will be given a copy of the Unit Summary Sheet. This form is employed when providing feedback to you and issuing statement of attainment.



## Student Handbook

### Evidence Collected

Evidence collected may be direct, such as observation of performance (e.g., simulated environment, role-plays, presentations), indirect, such as formal testing (e.g., questionnaires, self-assessment, reflection, case-study, work portfolio, written report) or supplementary, such as references from employers (e.g., during RPL). Evidence is used by an assessor to make a judgement about whether a student is competent. Training packages provide guidance on the types of evidence required, and further advice may be gained through moderation and industry consultation.

Note: Assessment related information is given to learners before the commencement of their studies at the level of each competency through 'Learner Assessment Guide'. This has been done for the purpose of clarity as assessment methods vary for each competency.



## Student Handbook

### LEGISLATION

Following legislation may be applicable to students/learners during their studies at Luminous Education Pty Ltd. If you need specific information about a particular legislation you may contact RTO staff at your earliest convenience.

#### Commonwealth legislation

- ❖ Information Privacy Act 2009
- ❖ Anti-Discrimination Act 1991
- ❖ Racial Discrimination Act 1975
- ❖ Age Discrimination Act 2004
- ❖ Disability Discrimination Act 1992
- ❖ National Vocational Education and Training Regulator Act 2011
- ❖ Copyright Amendment (Digital Agenda) 2000

#### Important State legislation

- ❖ Disability Services Act 2006
- ❖ Anti-Discrimination Act 1991
- ❖ Work Health and Safety Act 2011
- ❖ Queensland Disability Services Act 2006

### CONSUMER RIGHTS

- ❖ Fair Trading Act 1989 (Qld)

The Competition and Consumer Act The Competition and Consumer Act 2010 (which replaced the Trade Practices Act 1974 on 1 January 2011) aims to give businesses a fair and competitive operating environment. It covers anti-competitive conduct, price fixing, unconscionable conduct and other issues, such as advertising. The Act also sets out consumers' rights and responsibilities. It covers areas such as returns, refunds, warranties, contracts, marketing and advertising. The Australian Competition and Consumer Commission (ACCC) administers the Act. Learn more about small business and the Competition and Consumer Act.

#### Australian Consumer Law

Every Australian business has the same rights and responsibilities under the Australian Consumer Law (ACL) (contained in a schedule to the Competition and Consumer Act). Complete the small business self-assessment checklist to ensure you meet your obligations under the ACL.



# LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498

## Student Handbook

**Reference:** <https://www.business.qld.gov.au/starting-business/licensing-obligations/legal-obligations/competition-consumer-act>

### Contractual agreement

Learners who enrol with Luminous Education Pty Ltd should be aware that they are entering into a contractual agreement once they complete and sign an enrolment form. With a view to ensuring all Learners are fully aware of their rights and obligations, Luminous Education Pty Ltd., will design agreements, enrolment forms, service agreements or similar using a logical format and simple English. This may include, but is not limited to:

- ❖ Wording that allows the perspective student to know what he / she is agreeing to
- ❖ Clearly explained disclaimers
- ❖ No misleading or deceptive behaviour
- ❖ No actions, omissions or dialogue (written or verbal) that may force or coerce the student
- ❖ Fair dealings for disadvantaged Learners

### Ceasing operation

In the event that Luminous Education Pty Ltd. ceases to operate, its records will be transferred to ASQA in the appropriate format and detail as specified by the Department at the time of ceasing RTO operations. Luminous Education Pty Ltd will ensure that any confidential information acquired by the business, individuals, or committees or organisations acting on its behalf is securely stored.

## RECORDS

Luminous Education Pty Ltd has a clearly documented quality administrative and records management systems in place to secure the accuracy, integrity and currency of records, to keep documentation up-to-date and to secure any confidential information obtained by Luminous Education Pty Ltd and committees, individuals or organisations acting on its behalf.

Data is collected and stored in accordance with the processes outlined in this document and Luminous Education Pty Ltd's record management procedures ensure timely and accurate records inform the continuous improvement processes of Luminous Education Pty Ltd. In addition, these records management procedures will ensure that all documentation providing evidence of compliance to the essential standards of registration is accurately maintained.

## ACCESS & EQUITY

Luminous Education Pty Ltd is committed to practicing fairness and providing an equal opportunity for all current and potential Learners to access and participate in learning, and to achieve their learning outcomes regardless of age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location that may present a barrier



# LUMINOUS EDUCATION

Luminous Education PTY LTD

RTO Code 41498

## Student Handbook

to access, or any other perceived difference in class or category. Luminous Education Pty Ltd ensures that its practices are as inclusive as possible and do not unreasonably prevent any clients from accessing its services. Luminous Education Pty Ltd will address access and equity matters as a nominated part of operational duties.

Luminous Education Pty Ltd has developed quality management and operational framework to guide and inform all staff and Learners in their obligations regarding access and equity. Upon induction into Luminous Education Pty Ltd., all staff members are provided with copies of the policies which they must adhere to throughout all their operations as a Luminous Education Pty Ltd staff member. Learners are made aware of the access and equity policy via the Luminous Education Pty Ltd Learner handbook, and informed of their rights to receive access and equity support and to request further information. Luminous Education Pty Ltd's access and equity policies are in place to ensure that training opportunities are offered to all people on an equal and fair basis in all circumstances, irrespective of their gender, culture, linguistic background, race, socio-economic background, disability, age, marital status, pregnancy, sexual orientation or carer's responsibilities.

Practicing these policies will guarantee that any student who meets Luminous Education Pty Ltd entry requirements will be accepted into any unit (s) of competency. If any student or staff member have issues or questions regarding access and equity, or believes they have been treated unfairly, they will be directed to Luminous Education Pty Ltd management for consultation.

### PRIVACY

Privacy Principles in accordance with Privacy Act 2009 (Qld) (IP Act) are strictly applied to all aspects of Luminous Education Pty Ltd's operations. The information that you will provide is voluntary, however, if the information is not provided, Luminous Education Pty Ltd. may not be able to assist you with your enrolment, results, or about other education related products.

### Confidentiality

Relates to privacy of information, ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, and student assessments.

### Collection

Luminous Education Pty Ltd will only collect necessary information pertaining to one or more specific operations. The student /earner will be informed as to the purpose for which details are being collected.

### Use and disclosure

Luminous Education Pty Ltd will ensure student's personal information is not used or disclosed for secondary purposes without obtaining explicit consent from the student, unless a prescribed exception applies.





## Student Handbook

### Data security

Luminous Education Pty Ltd will take all reasonable measures to ensure all collected Learners' personal information is protected from misuse, loss or damage, and that all data and record storage is secure from unauthorised access, modification or disclosure. All the learner's information will be protected using stringent security measures (e.g., Password protection, restricted access to those who need to have it, online backing up of data using stringent security measures)

### Openness

Luminous Education Pty Ltd will maintain documentation which will detail how Learners' personal information is collected, managed and used. When the learner makes an enquiry in relation to information collected, Luminous Education will be able to explain what information is held, for what purpose it is held and what procedures outline the collection and use of information.

### Anonymity

Luminous Education Pty Ltd will provide Learners the opportunity to interact with the business without requiring the student to make their identity known in any circumstances it is practical and possible to do so. Also, learners may choose to remain anonymous when providing their feedback about RTO services.

### Copyright

Students/learners are required to seek RTO's permission prior for reproducing (e.g., electronic photocopying, recording) the intellectual property of Luminous Education Pty Ltd, or any material distributed to students/learners by the RTO to assist learning, or documents obtained that are subject to Copyrights.



## Student Handbook

### STUDENT ACKNOWLEDGEMENT

Participant Name: \_\_\_\_\_

Qualification/ Unit (s) of Competency;

\_\_\_\_\_

I, \_\_\_\_\_ have received, read and understood the  
Student / Learner

Information outlined in the Learner Handbook.

By completing this form, I agree to the terms and conditions that are outlined in the handbook.

Participant Signature: \_\_\_\_\_

Date: \_\_\_\_/\_\_\_\_/\_\_\_\_

Document to be completed by Participant in conjunction with Trainer/Assessor as part of the induction process. Induction can be delivered onsite or on first day of training.

First Day of Training

Learning needs assessed via LLN Testing

Results of testing to be discussed with participant

Trainer/Assessor Signature \_\_\_\_\_ Date \_\_\_\_/\_\_\_\_/\_\_\_\_