



# Student **HANDBOOK**

**2025-2026**

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# Welcome

Lead College welcomes you.

Success is a journey. Take a path that offers exciting opportunities along the way.

At Lead College, we provide outstanding experiences so you can reach your full potential and build your future career.

Lead College is proud of providing quality learning and teaching and exceptional student support but more importantly, Lead is proud of the accomplishments of its students.

Our academic staff are passionate, energetic and have extensive industry experience which will ensure high-quality and appropriate academic advice, monitoring, mentoring, nurturing and coaching to ensure your learning is stimulating, engaging and relevant to the workplace.



# Mission Statement

## Our mission

- To cater to emerging education market for students
- To become a high quality training provider
- To satisfy all stakeholders in a balanced way

## Our vision

- To become a technologically advanced leading-edge institution
- To fully comply with all state and Commonwealth legislative and regulatory requirements
- To maintain active industry and professional contacts
- To create a creative and interactive training and assessment environment to foster a culture of continuous improvement in all aspects of its operations

## Our values

At Lead College we believe that certain values are the path to success, and these are:

### Quality

We provide quality educational services to our students and ensure that our trainers are experienced tooled in modern facilities.

### Student-Oriented Approach

At Lead College we listen to you and your needs to help you achieve your best both during and after the course. Teaching methods used are customised in a fashion that is more efficient with the various groups yet compliant with Lead College policies and procedures.

### Teamwork

We are strong believers in teamwork where every team member can present different ideas and techniques to come up with the best scenario possible for all stakeholders. We believe that the 'whole' of the organisation is greater than the sum of its parts.

# Lead College Guide

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## NSW Campuses

### Lead College - Windsor Campus



6, Dowling Pl, South Windsor, NSW 2756, Australia



Mon - Fri 9:00 am - 5:30 pm

### Lead College - Sydney Campus



Level 1, 841 George Street, Haymarket NSW 2000, Australia



Mon - Fri 9:00 am - 5:30 pm



02 8668 5676

### Lead College - Parramatta Campus



Level 1, 37-39 George Street, Parramatta NSW 2150, Australia



Mon - Fri 9:00 am - 5:30 pm



02 8677 7077

General Enquiry : **[smartandskilled@leadcollege.edu.au](mailto:smartandskilled@leadcollege.edu.au)**

## Lead College Emergency Contact

 **1300 887 361**



# Student Services and Support

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The following support and welfare services are available to Lead College students, all of which are provided to students free of any additional charges or fees:

- Issuing of documents (e.g., Statements of attainment) General welfare (e.g, Assistance with personal, cultural and social needs, living skills, study skills)
- Emergency assistance, support, and referrals for students in crisis
- Assistance in understanding Lead College's policies and procedures (especially the complaints and appeals, monitoring course progress, and attendance procedures)
- Basic financial literacy information and money management advice
- Advice about part-time employment while studying
- Referral to professional counsellors (e.g., psychologists, medical practitioners, social workers, careers guidance counsellors, lawyers, migration agents)
- Advice about accommodation and services
- Student orientation Academic assistance
- I.T. support
- Peer mentoring, Industry mentoring, CV development
- Learning and study assistance
- Language, literacy and numeracy support Social inclusion activities (including helping to organise special activities such as sporting teams, cultural events, and sightseeing events)

## Academic Counselling

If you need help in the planning and management of your study program, or you are having difficulties with your day-to-day learning, you should make an appointment with the Academic /Campus Manager.

The Student service / Welfare officer will help you to implement a study skills program to help address the problems you are experiencing. This can be individual support, in small groups or class groups depending on specific needs.

Areas of support to students may include:

- Note-Taking Skill
- Writing Skills
- Time Management
- Test Preparation
- Improving General Study Skills
- Computer Skills for Study
- Completing Assignments Referencing
- English Language Skills
- Numeracy Skills
- Spelling
- Reading Course Material

## Language, Literacy and Numeracy Support

If you are experiencing any difficulty with your study because of issues of language (either written or spoken), literacy, or numeracy, you can be assisted by Lead College.

Please ask at the reception desk if you need help. An appointment will be made for you with the Academic Manager, who will discuss with you the available help.

## I.T. Support

It is important to feel comfortable with the I.T. Support. environment at Lead College and at home. Many of your assessments are based upon work you will complete using the computer - facilities available to you.

If you have any questions about the I.T. facilities, or you feel you need I.T. support, you should ask at the reception desk for an appointment with the Academic/Campus Manager

## Availability of Staff

The Student service/Welfare officer is available to see students, without an appointment between 9:00 am and 5:30 pm Monday to Friday.

Guidance about careers in the field you are studying is readily available to you. You can ask your teachers or make an appointment with the Academic/Campus Manager to discuss careers and the opportunities available to you.

## Student Support and Welfare Services

All staff are made aware of their obligations to provide learning and welfare support to students.

The following staff are directly involved in the provision of student support and welfare services:

- CEO
- Academic / Campus Manger
- Student Service & Welfare Officer

## Facilities

Lead College facilities include a relaxing student lounge, with access to tea and coffee. Modern, well-equipped air-conditioned training rooms will provide students with an environment conducive to learning and developing the skills and knowledge required to achieve successful outcomes.

Lead College provides a combination of cabled and wireless computing network, enabling students' access to the internet and printing facilities on minimal cost.

Students may use their laptop computers for research activities, for assignment work and to develop their language skills, or they can use the desktop computing facilities available in the computer lab.

## Student Satisfaction Survey

At the end of each term, a survey is conducted to obtain feedback from the students regarding the subjects that they undertake. Please ensure you carefully complete questionnaires each term. It is through your feedback that we can continue to deliver and improve the quality of teaching and learning.

### Lead College Emergency Contact



1300 887 361



# Complaints and Appeals

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Prospective, current or former Lead College students can pursue perceived complaints of either an academic or non-academic (personal) nature, by following procedures set out in Lead College's Complaints and Appeals Policy & Procedures which allow for any alleged or perceived grievances, disputes or complaints to be effectively resolved.

The Student Services / Welfare Officer will inform students about the Complaints and Appeals policy and procedures during the orientation program.

The Student Handbook, supplied to students during the orientation, contains details of the Complaints and Appeals process.

Applicants for enrolment are provided with information about the complaints and appeals process in the pre-enrollment information with which they are supplied.

Students are provided with information about the complaints and appeals process at orientation and in the Student Handbook.

The CEO is responsible for ensuring that all management staff, student services staff, marketing staff, and trainers and assessors at Lead College are aware of the policies and procedures for complaints and appeals.

Provision of information about the Lead College complaints and appeals process is part of an important aspect of the induction process for new members of staff.

## Informal Resolution

Students who wish to make a complaint about an aspect of Lead College's service or appeal against a decision made by Lead College are encouraged to initially engage in informal discussion about the matter with the staff member or staff members involved.

Students can, additionally or alternatively, discuss the matter with the Academic/Campus Manager, Student Services / Welfare Officer, or the CEO.

All staff involved in the discussion of an informal complaint or appeal are required to do their best to resolve the matter effectively and quickly in this way.

## Lodging a complaint

If an issue cannot be resolved informally, students who wish to lodge a formal complaint will be requested to do so using the Lead College Complaint or Appeal lodgment form, available from the Lead College website.

Students will be provided with support in completing the complaint lodgment form. If requested or if it is deemed necessary by the Student Services / Welfare Officer, a student wishing to make a complaint will have the complaint lodgment form completed by a member of the Lead College student services staff.

For more information please visit [Complaints-and-Appeals-Policy-June-2020.pdf](#)



## Acknowledging the Lodging of a complaint

Each formal complaint lodged by a student will be acknowledged in writing by a member of the Student Services.

The acknowledgement will be provided to the student by email

Details of each complaint are recorded in the Lead College Complaints register.

## Acting on a complaint

The Student Services / Welfare Officer will add the complaint as an agenda item for the next scheduled meeting of the Lead College Management Committee.

As meetings of the Lead College Management Committee are scheduled fortnightly, the matter will be considered within ten working days of the lodgement of the complaint.

## Consideration of a complaint by the Lead College Management Committee

Complaints will be considered by the Lead College Management Committee, which comprises Lead College's CEO, Training Manager, and Student Services / Welfare Officer Processing of the complaint may require one or more meetings of those involved.

The objective of the process is to reach a determination.

## Right to be accompanied by a support person during the complaints/appeals process

At any meeting to discuss a complaint, each involved party may be accompanied and assisted by a support person, according to the principles of natural justice.

## What can a complain be about ?

- Any aspect of the service provided, or not provided by Lead College
- The behaviour or decisions of staff, or policies and/or procedures of Lead College
- Any action by any relevant third party

## Lodging an appeal

If a student disagrees with a decision made by Lead College, the student may lodge a formal appeal. The appeal should be submitted at the Lead College reception desk using the Lead College complaint or appeal lodgement form. It must be lodged within twenty(20) working days of notification of the decision which is being appealed against.

Notifications of decisions which are provided to students in writing will include a date from which the twenty (20) working days available to lodge an appeal applies.

The date specified will allow for time for delivery to the student of the notification.

For more information please visit [Complaints-and-Appeals-Policy-June-2020.pdf](#)

Details of an appeal are recorded in the Lead College appeals register.

## Acting on an appeal

The Student Services / Welfare Officer will add an agenda item to the next scheduled meeting of the Lead College Management Committee.

As meetings of the Lead College Management Committee are scheduled fortnightly, the matter will be considered within the ten working days of the lodgement of the appeal.

## Consideration of an appeal by the Lead College Management Committee

Appeals against decisions will be considered by the Lead College Management Committee, which comprises Lead College's CEO, Academic / Campus Manager, and Student Services / Welfare Officer.

Processing of the appeal may require one or more meetings of those involved. The objective of the process is to reach a determination.

## The right to be accompanied by a support person during the appeals process

At any meeting to discuss an appeal, each involved party may be accompanied and assisted by a support person, according to the principles of natural justice.

## Corrective action in the case of an appeal which finds in the student's favour

The notification of the outcome of the appeal will include the reasons for the decision. If an appeal finds in a student's favour, corrective action may include restoration of the student's academic record.

## What can an appeal be about?

An appeal can be about any decision made by Lead College which has an impact on a student.

For more information please visit [Complaints-and-Appeals-Policy-June-2020.pdf](#)

## Processing a complaint or appeal

- The process begins within ten (10) working days of the formal lodgement of a complaint or appeal
- The process of formal consideration of a complaint or appeal commences within ten
- (10) working days of the formal lodgement of the complaint or appeal.
- The formal lodgement of a complaint or appeal must be accompanied by all relevant documentation.
- All reasonable measures will be taken to
- Finalise the process as soon as practicable.

## Meeting of the Lead College Management Committee

The student who lodged the complaint or appeal and a support person will be invited to the meeting of the Lead College Management Committee which is considering the complaint or appeal. Any other parties involved in the complaint or appeal and their support persons will also be invited to the meeting.

## Provision of relevant documentation

All parties involved in the complaint or appeal will be invited to provide relevant documentation as evidence to be considered by the Lead College Management Committee. Documentation provided must be original documents or certified copies of original documents.

## Opportunity to formally present the case

The student making the complaint or appeal will be provided with the opportunity to formally present his or her case to the Lead College Management Committee.

## Questioning

The student and all other parties in the complaint or appeal will be provided with the opportunity to ask questions and will be requested to provide answers to questions which are asked by members of the Lead College Management Committee.

For more information please visit [Complaints-and-Appeals-Policy-June-2020.pdf](#)



# Admissions and Enrolments

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## Enrolment Procedures

Lead College will recruit and screen students ethically and responsibly and provide information that enables students to make informed decisions about studying with the Registered Training Organisation.

Lead College will ensure students' qualifications and prior experience are appropriate for the course for which enrolment is sought. Each potential student is issued with a pre-enrolment information kit.

Lead College does not accept students under the age of 18 years of age.

Prior to accepting a student, or an intending student, for enrolment in a course, Lead College will provide, in print and by website, current and accurate information regarding the following:

- The requirements for acceptance into a course, including educational qualifications or work experience required and whether course credit may be applicable
- Eligibility criteria for enrolment for their chosen course
- The requirement for students to provide their unique student identifier or request for Lead College to create one on their behalf
- The course content and duration, qualification offered if applicable, modes of study and assessment methods

## Enrolment Procedures

- Campus locations and a general description of facilities, equipment, and learning and library resources available to students
- 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 deferred, suspended or cancelled.

## Selection and Enrolment

Lead College ensures that clear and accurate processes for application and selection are outlined and publicised. Entry requirements for each course are detailed on the Lead College website and students wishing to study must meet these requirements.

For more information please visit  
Website: [www.leadcollege.edu.au](http://www.leadcollege.edu.au)

## Student Admission

Course admissions are conducted in an ethical and responsible manner and in accordance with the course requirements. Lead College will include in the written agreement the following information in relation to refunds of course money in the case of student and provider default:

1. Amounts that may or may not be refunded to the student
2. Processes for claiming a refund
3. A plain english explanation of what happens in the event of a course not being delivered
4. A statement that “this agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under australia’s consumer protection laws.”
5. Lead college will provide a copy of the Code of Conduct and the Student Handbook to each student prior to, or at enrolling into a nationally accredited training program.

## Course Credit

Students can apply for course credit for units on the basis of their previous studies at Lead. Lead College also recognises qualifications issued under the Australian Qualifications Framework and Statements of Attainment issued by other Registered Training Organisations.

## Application for Credit Transfer

Applicants for enrolment or enrolled students can apply for credit transfer using the “Application for Credit Transfer” form. Applications for credit transfer are made and documents submitted at the reception desk. Applicants will be provided with a copy of this credit transfer policy and a copy of a credit transfer application form.

## Deferral of Enrolment

Students who wish to defer or temporarily suspend their enrolment can apply to do so only if the course in which they were enrolled is unavailable or there are compassionate or compelling circumstances.

Requests for deferral must be accompanied by supporting documentation as proof of the necessity to defer.

Where no supporting documentation is available, a supporting letter explaining the reasons must be provided.

## Deferral of Enrolment

Supporting documents may include (but are not limited to):

- Medical Certificate
- Death certificate and/or
- Police or psychologist’s report

## Student application for deferment prior to commencement

A request by a student for a deferment prior to course commencement must be made using the application for deferment, suspension or cancellation of enrolment.

The application must be addressed to the Student Services / Welfare Officer.

The application must be accompanied by supporting documents. When the application is processed, and if a deferment is granted, the student will receive a revised offer of enrolment (a revised Enrolment Offer and Acceptance Agreement).

## Notifying a student of the outcome of an application for deferment prior to enrolment

An applicant for deferment prior to commencement will have written notification of the result of the application available within ten working days of lodgement of the application.

The student will be notified of the outcome of the application for deferment by use of either the:

- Notice of approval for deferment, suspension or cancellation of enrolment.
- Notice of rejection of an application for deferment, suspension or cancellation of enrolment.



## Suspension Requests

A request for temporary suspension of enrolment must be made using the application for deferment, suspension or cancellation of enrolment. The application must be addressed to the Student Services / Welfare Officer. The application must be accompanied by supporting documents.

An application for suspension must be submitted at least ten working days before the date of the requested suspension. A student may request a suspension of up to six months.

## Notifying a student of the outcome of an application for suspension of enrolment

An applicant for a suspension of enrolment will have written notification of the result of the application available within ten working days of lodgement of the application.

The student will be notified of the outcome of the application for suspension by use of either the:

- Notice of approval for deferment, suspension or cancellation of enrolment.
- Notice of rejection of an application for deferment, suspension or cancellation of enrolment.

## Assessing a student application for deferment or temporary suspension of enrolment

Each application made by a student for deferment or temporary suspension of enrolment will be considered by the Lead College Management Committee.

The Lead College Management Committee will consider the documents provided by the student in support of the application and, in the case of a request for suspension, seek to interview the student.

## Cancellation

Lead College may cancel the enrolment of a student if the student:

- Is in breach of a condition of ongoing enrolment, including:
  - The requirement to attend for submission of the assessment as part of the course progress in all scheduled classes every study period
  - The requirement to not plagiarise, collude or cheat
  - The requirement to pay agreed tuition fees by the dates agreed in the enrolment offer and Acceptance Agreement has been in breach of the Lead College Student Code of Conduct
- Is assessed by the CEO as providing a threat to the well-being of other students or staff
- Has been assessed as behaving in a way such as to constitute serious misconduct fails to meet the requirements of the course progress policy

Applicants are advised of each of these grounds for deferment, suspension or cancellation prior to signing the Student Offer and Written Agreement.

## Notice of intention to defer, suspend or cancel enrolment

Where a deferment, suspension or cancellation is initiated by Lead College, the student will receive a notice of intention to defer, suspend or cancel enrolment.

## Appealing against Lead College's intention to suspend or cancel enrolment

A notice of intention to defer, suspend or cancel enrolment will clearly identify that the student receiving the notice will be given 20 working days to access Lead College's internal complaints and appeals process. The 20 working days begins from a date specified in the letter.

Notices of intention to defer, suspend or cancel enrolment are sent to the email address on the student's file.



## Contacting the student within the 20 working days available to appeal

If no appeal is received, then the Student Services / Welfare Officer is responsible for contacting the student on the 19th working day following the date specified in the letter in order to provide the student with a final opportunity to lodge an internal appeal. Contact will be made by telephone or email.

For more information please visit [Deferral-Suspension-and-Cancellation-Policy-Procedure-V2-June-2020.pdf](#)

## Student Contact Details

It is important that Lead College has the current residential address, personal email address, telephone number and emergency contact details for every student.

This enables Lead College to provide important information such as warnings, reminders and study notifications

Students must advise Lead College of any change in their contact details within seven (7) days, either in person or by notifying Student Services Staff in writing.

## Recognition of Prior Learning (RPL)

Applicants for enrolment at Lead College, and students enrolled in a course at Lead College may apply for Recognition of Prior Learning (RPL). Lead College will ensure that all applicants for enrolment and all students have access to the Recognition of Prior Learning (RPL) and Procedures.

The Recognition of Prior Learning and credit transfer policy recognises that prior study, together with work and life experiences, may have provided an applicant for enrolment or a student with competence in the outcomes prescribed in a training package.

Credit for units of competency will be provided if a candidate who applies for Recognition of Prior Learning is able to demonstrate learning, skills, and knowledge that meet the performance criteria of the units of competency for which the candidate is applying for Recognition of Prior Learning.





# Student Rights and Responsibilities

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## Code of Conduct

This policy is defined as a Code of Conduct for Students and sets out what they can reasonably expect while undertaking their studies at Lead College and also documents what Lead College expects of students so that they can gain full benefit from their experience with Lead College.

This Code of Conduct has also been developed to reflect the requirements and obligations of Lead College towards staff and students under relevant and appropriate legislation.

This Code of Conduct establishes the following standards of behaviour for students while they are studying at Lead College.

At all times students must:

- Follow all Lead College regulations and requirements and respond to all lawful and reasonable directions from staff.
- Understand that dishonesty or misconduct are unacceptable and that Lead College may take measures to test compliance
- Use all equipment and resources appropriately, legitimately and safely following all work health and safety requirements;
- Follow the recognised policy and procedures for grievances complaints and resolutions.

These Standards also establish any of the following behaviour as unacceptable:

- Wilful unlawful and/or violent and/or unsafe disruptions of teaching, tutorials, lectures, periods of instruction or other learning-based activities.

- Bullying, assaulting, harassing, intimidating or displaying aggressive, disruptive or ill-mannered behaviour towards others.
- Interfering with or causing wilful or negligent damage or defacing to any Lead College property.
- Theft of Lead College or any personal property.
- Attending under the influence, or in possession, of alcohol, drugs or any prohibited substance.
- Attending with weapons or items likely to cause harm or intimidation to others at any time.
- Smoking within five (5) metres of building openings, air-conditioning intakes, gas storage areas or upon any external stairways or balcony.
- Discriminating against anyone on the grounds of gender identity, sexual orientation, lawful sexual activity, marital, parental or carer status, pregnancy, breastfeeding, age, physical features, impairment, race, ethnicity, political or religious belief or activity, or industrial activity, health status, both known or presumed, including HIV, viral hepatitis, or engagement in sex work or illicit drug use.

## Student Responsibilities

During their time engaged in Lead College activities, Lead College expects students to assume the following responsibilities:

### Policies and Procedures

- Ensure that they are aware of, and understand the policies and procedures concerning
- Their enrolment and use of Lead College facilities and any property or facilities used by Lead College to deliver activities
- To obey Lead College rules and policies and procedures as contained in the Lead College Student Handbook and on the Lead College web site.
- Respect all Lead College property and facilities, including the library and computing resources and to respect the rights of others to use these facilities.
- Maintain academic integrity and to respect and comply with the conventions of academic scholarship. Not engage in frivolous complaints or grievances where there are no demonstrable or substantiated grounds for complaint.

### Timely and Accurate Information

Attend classes and submit work in a timely manner. Supply accurate and timely personal and other information to Lead College, recognising that Lead College is required to comply with the privacy act.

### Participation and Feedback

Provide considered and honest feedback to Lead College and its staff on the quality of training and services. Participate actively in and contribute to the committees on which they are representatives or members of their placement.

### Human Rights

- Treat staff and other students with respect and courtesy.
- Treat other members of Lead College equitably irrespective of cultural background, disability, gender, sexual orientation, marital status, age or political conviction.

- Respect the rights of other members of the Lead College community to express dissent or different political or religious views, subject to those actions or views complying with the laws of Australia and not endangering the safety of other members of the community.
- Show awareness of and sensitivity towards other cultures.
- Respect the opinions of others and to engage in rational debate in areas of disagreement.

### Educational experience

- Be well informed about course requirements and plan appropriately.
- Take joint responsibility for their learning and accept responsibility for moving toward intellectual independence.
- Monitor their progress in the teaching and learning environment and academic program, in the context of reasonable access to academic staff for assistance and to the various academic support services
- Prepare for and actively participate in learning experiences such as discussion and debate.
- Incorporate feedback into their learning experience and be aware of the specific rules and course requirements applying in the school of their course of study.
- Conduct themselves in a professional manner while undertaking professional placement and fieldwork and respect the confidentiality of client or commercial information made available to them as part of their placement



# Payments

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## Payment Options

Lead College applies a range of fees and charges for programs and courses in relation to market demand.

Students should familiarise themselves with the fees and charges outlined by Lead College. Payment options are to be discussed prior to enrolment. Payment by a unit of competence is the lowest periodical payment plan available.

Payments must be made in advance of the pending unit of competence or term. Where a student has negotiated to pay by the unit, payment in full must be received before any resources will be provided; once resources have been provided, no refund will be given.

The total payment charge for a payment plan section is required to be finalised at least fourteen days prior to the end of the designated period of study.

Cancellation of enrolment does not cancel the obligation to make all payments under the payment plan (refer to Refund policy).

# Refunds

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## Refund Policy

### Definitions

**Agreed starting day:** This means the day of scheduled course commencement, or a later day agreed between Lead College and the student as the commencement day in the Student Offer.

### Default by Lead College

This refers to those instances where:  
\*the course does not start on the agreed starting day, or the course ceases to be provided at any time after it starts but before it is completed.

### Default by the student

This refers to those instances where:  
The course starts on the agreed starting day, but the student does not start the course on that day (and has not previously withdrawn);

Or the student withdraws from the course (either before or after the agreed starting day);

Or Lead College refuses to provide or continue providing, the course to the student because of one or more of the following events:

- The student failed to pay an amount he or she was liable to pay Lead College, directly or indirectly (including any course money collected by other parties on behalf of Lead College, in order to undertake the course)
- Misbehaviour by the student, as defined by Lead College's published rules.

## Applying for a refund

All applications for a refund must be made using Lead College's refund application form. This is available from the Lead College Website.

## Payment of refunds

All refunds will be paid to the person with whom Lead College has a contract unless written authorization is received by Lead College to pay another party. The postal address for refund applications is provided in the Application of Enrolment and the Student Handbook.

All approved refunds are made payable to and sent to the student or his/her agent (if the written authority has been obtained to do so), in the country of origin as applicable in Australian dollars.

## Conditions

The date for cancellation of enrolment is the date that Lead College receives the student's written application for cancellation of enrolment.

Where a student has enrolled in more than one course with Lead College, then the agreed starting day is the commencement date of the first course in which the student is enrolled

In the event that a student has not paid his or her applicable tuition fee the amount Lead College may retain shall be a debt that is due and payable by the student together with any expenses, costs or disbursements incurred by Lead College in recovering outstanding monies, including but not limited to debt collection agency fees and legal costs.



TABLE OF REFUNDS			
Type	Time Frame	Amount Refunded	Documents Required
Withdrawal, Transfer or Enrolment Cancellation	Written notification provided 28 days or more before the commencement of the course	30% of the total tuition fee for the first course will be retained by the college and is payable to the college. The remaining paid tuition fee, material and placement fee(if applicable) will be refunded. \$350.00 or enrollment fee (whichever is higher) is not refundable. If 30% of total tuition fee is not paid by the student, Lead college will deduct tuition and non-tuition fee paid by student for current or future courses	* Signed withdrawal form * Signed refund form
	Written Notification provided less than 28 days before commencement of the course	50% of the total tuition fee for the first course will be retained by the college and is payable to the college. The remaining paid tuition, material fee and placement fee(if applicable) fee will be refunded. \$350 or enrollment fee(whichever is higher) is not refundable If 50% of total tuition fee is not paid by the student, Lead college will deduct tuition and non-tuition fee paid by student for current or future courses	
	Written notification provided after the course has commenced	No refund for the paid tuition fee for the current course. Fee scheduled in the Letter of offer is payable to the college up to first six months of last course or principal course(in course of package) Material fee, placement fee (if applicable) and the \$350.00 or enrollment fee (whichever is higher) are not refundable.	
Student does not commence the course on the start date for any reason and subsequently provides notice of withdrawal from the course	At any time after commencement of a course	No Refund for the paid tuition fee for the current studying course. Tuition fee scheduled in the offer letter is payables up to first six months of last course or principal course(in case of package). Material fee, placement fee(if applicable) and \$350.00 or enrollment fee(whichever is higher) are not refundable	Application for Withdrawal Form Refund Application Form Any relevant supporting documents
Lead College is unable to deliver the course for any reasons	On the course commencement date	100% refund of all paid fee by student will be refunded including tuition fee, material fee, placement fee (if applicable) and enrollment fee	Application for Withdrawal Form Refund Application Form
Lead College is unable to complete the course that has been started	After commencement of a course	Lead College will calculate delivered portion of the course for which student needs to pay tuition and non-tuition fee and undelivered portion of course tuition and non-tuition fee will be refunded to the student	Application for Withdrawal Form Refund Application Form
Withdrawal from Recognition of Prior Learning (RPL process)	After Submission of the fees	Paid RPL assessment fee and \$100.00 application fee are not refundable.	Application for Withdrawal Form Refund Application Form

# Consumer protection

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## Consumer protection laws

The agreement of the student to the conditions stated in the offer acceptance agreement, and the availability of complaints and appeals processes, does not remove the right of the student to take action under Australia's consumer protection laws. It's the student rights as a consumer to obtain the cooling off period for the service that they have decided to opt for.





# Academic Matters

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## Course Award

On successful completion of your course, you will receive:

Full Qualification - a Certificate and a Transcript of Academic Record

Partial Qualification - a Statement of Attainment

## Course Structure

Please refer to the Lead College Website for current information on further course details such as entry requirements, unit of competencies. The website is [www.leadcollege.edu.au](http://www.leadcollege.edu.au)

## Assessment Tasks

The objectives of assessment tasks are to evaluate the student's knowledge and skills in a particular unit of study, to ensure the achievement learning outcomes and motivate the student to learn.

In addition, assessment tasks also help to test students' conceptual and practical knowledge, analytical skills, promote innovative thinking and effective communication.

## Assessment Methods

Students should familiarise themselves with any specific unit requirements as listed in the relevant unit outlines.

The form of assessment for each unit will vary. A number of methods of assessment are used at Lead College, including:

- Analysis of workplace scenarios written assessments
- One-on-one questioning project work
- Written tests
- Teacher observation
- Oral presentations
- Discussions
- Role-plays
- Practical demonstration

## Assessment Results

Students must have a result as "satisfactory" for each assessment task to be awarded an overall mark of competence for the whole unit of competency.

Marking Code:

S- Satisfactory

NS - Not Satisfactory

NYC - Not Yet Competent

C - Competent

Once the student has received a mark of "S" for each assessment, an overall mark of "C" will be recorded for the whole unit of competency. Should the student receive a mark of "NS" for an assessment and overall mark of "NYC" will be recorded.

## Return of Assessment Items

All original copies of completed assessment items are to be returned to Lead College by the student and remain the property of Lead College. Prior to returning these items, students must ensure they have clearly entered their details and signed the declaration form on the first page of the assessment package. Students must keep a copy of the assessment they have submitted for their own records.

It is the responsibility of the student to ensure assessment items are received by Lead College before or on the due date. Facsimile of assessment items will not be accepted.

## Late assessment items

Any assessment items submitted with a postmark after the due date, and without an extension, will be considered as a late return. These assessment items will not be marked until all other assessment items have been completed.

Late submission of assignments or projects will result in a Not Yet Competent unless an extension has been granted prior to the due date. Students must keep a copy of their assignments or projects.

## Resubmissions

Resubmissions are only provided once to students found Not satisfactory after their first attempt of an assessment task. A re-sit must be undertaken at the earliest possible assigned week following the declaration of results in class for assessment. Re-sits for practical assessments will take place when advised.

Re-submits must be submitted within two weeks to the trainer following the declaration of results from the trainer; otherwise, the first result will apply. For resits or resubmits due to academic misconduct, a fee will be applied. Please refer to the other fees and charges schedule.

For Resubmissions students must meet the Attendance Policy requirement.

## Assessment Extensions

An official Request for Extension is to be received by the supervising trainer a minimum of five (5) working days prior to the due date. Extensions of up to two weeks may be granted depending upon circumstances.

For an extension to be granted, one or more of the following criteria needs to be established: The existence of extenuating circumstances medical condition (a copy of a medical certificate may be required)

## Appealing against Assessment Results

Any student who believes that the mark awarded for an assessment or subject does not fairly reflect their achievement has the right to an appeal. Please refer to the Complaints and Appeals policy.

## Attendance Monitoring Policy

The Lead College Attendance policy is in support of the Lead College monitoring course progress policy and completion within extended duration policy. Trainers will discuss and schedule assessment activities in each class. Assessment activities will take place during classes and completed by the student outside of class hours.

Because of this, it is essential that students attend and participate in the activities of each scheduled class. Records of the assessment submission will be kept for each class and will be considered as each student's attendance during the assessment submission day in a scheduled class.

When the student signs the Lead College Enrolment Offer and Acceptance Agreement, they confirm that they understand the terms and conditions that apply to their enrolment.

## Results of Assessments and Awards

The result of assessment and qualifications will be issued within 30 days of students achieving competence and meeting all other course requirements.

## Academic Misconduct

Academic misconduct means seeking to obtain or obtaining academic advantage for oneself or for others by dishonest or unfair means, this also includes plagiarism.

If a student's work is shown to include plagiarised work, or a student is caught cheating, or other Academic Misconduct concerns the matter will be reviewed in accordance with Lead College Code of Conduct Policy and Procedures.

## Workplace Health and Safety

Lead College is committed to providing and maintaining a safe and healthy environment for the benefit of all students, visitors and employees.

## Hazard Report

If a student identifies something on the campus which could cause injury or damage to someone, they should advise a Lead College staff member without delay. A Hazard or Incident Report will be completed and the incident will be investigated

For more information please visit [Attendance-Policy-June-2020.pdf](#)



# Critical Incident Policy

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## Critical Incident

Critical incidents include, but are not limited to:

- Accidents bomb threat
- Chemical, radiation or bio-hazard spillage;
- Collapse or major building damage dangerous or threatening person death, serious injury or any threat of these
- Disappearance or removal of staff or student(s)
- Domestic violence drug or alcohol abuse fire, explosion, gas leak
- Incidents charged with extreme emotion incidents involving siege, hostage, firearms, weapons or bombs
- Injury or death of a student, staff member or member of the public medical emergencies
- Missing students
- Natural disasters such as floods or windstorms
- Outbreak of disease physical assault
- Public transport or road traffic accidents motor vehicle impact with the building. Serious injury, unexpected and sudden death or suicide of a student or staff or visitor to the college
- Severe verbal or psychological aggression
- Sexual or racial abuse
- Theft, and threats of harm and
- Violence or threats of violence, including robbery and sexual assault

## Informing the CEO of a Critical Incident

The CEO must be informed of all critical incidents as soon as possible after they occur. In circumstances where the CEO is required to be absent from the College, a staff member will be appointed as the staff member in charge. Unless otherwise specified by the CEO in the event of a specific absence, this is the Student Services / Welfare Officer.

If the CEO is absent from the College, the staff member in charge must be alerted as soon as possible of the critical incident.

Key details which must be conveyed to the staff member in charge include the time, location and nature of the incident and the names and contact details of the people involved.

Appropriate emergency services (police, ambulance, fire brigade, etc.) must be contacted immediately. The CEO or staff member in charge will assess the level of risk and the necessary response.

For more information please visit [CRITICAL-INCIDENT-POLICY-June-2020.pdf](#)

## Risk Reduction Measures

While an event or a cause leading to a critical incident cannot always be pre-empted, staff and students are encouraged to be aware of safety and the prevention of risks, and, in all instances, respond promptly to any perceived threats of safety.

Staff must bring issues of safety to the attention of CEO by completing a Risk Management form.

In the case of students, concerns should be brought to any staff member or reception. A Risk Management form must be completed by the student or by the staff member.

## Managing Critical Incidents

If the incident is on campus, the first action will be to contact the emergency services (fire, ambulance or police). If the incident involves death, serious injury or a threat to life or property, the CEO must be contacted immediately.

The CEO will then provide instructions as necessary.

The CEO will always nominate a proxy in case.

For any critical incident, the key details Report include:

- Location, time, details to report
- Nature of the incident
- Names, roles and contact information of the people involved.

The CEO will (or nominee) will seek information about the incident and make a determination about whether information about the incident should or should not be publicly available. The CEO will issue instructions to deal with any emergency matter urgently.

## Providing assistance in the case of serious injury or death

If a student dies or sustains serious injury, Lead College may be required to assist the student's family. Assistance may include:

- Hiring interpreters
- Making arrangements for hospital/funeral/memorial service/repatriation
- Obtaining a death certificate
- Assisting with personal items and affairs including insurance issues
- Assisting with visa issues

## Critical Incident Report

After a critical incident has occurred, the CEO will ensure that within 24 hours a critical incident report is produced, and an entry is made in the Critical Incident Register.

The report will identify any emergency service contacts utilised during the critical incident and list pastoral or external support personnel who were involved during the critical incident.

The critical incident report will provide details of the incident, action which was taken, and follow-up action which needs to be taken, including the timeframe for such action.

For more information please visit [CRITICAL-INCIDENT-POLICY-June-2020.pdf](#)

## Post-Incident Management

The Student Services / Welfare Officer is responsible for follow-up activities after critical incidents have occurred.

A Critical Incident Follow-up Report must be produced to identify the outcomes and follow-up activities (including details of improvements to processes, systems or procedures implemented as a result of the incident).

The Critical Incident Follow-up Report must be filed in the Critical Incidents file.

The following is a non-inclusive list of post-incident follow-up activities:

- Administrative/enrolment matters including fee refunds
- Allowing opportunity for the college community to continue to talk about the incident and their reactions by organising discussion sessions
- Arranging a time and place for a debriefing session with an external counsellor
- Assisting students with access to legal services
- Assisting with arrangements for visits from family
- Dealing with insurance matters, WHS Coverage, ambulance cover
- Death notices



## Post-Incident Management (Cont.)

- Disseminating regular and up to date information via email to the college community
- Dissemination of information to all staff and students
- Encouraging support networks amongst staff and students
- Encouraging teaching and administrative staff to continue to be alert in recognising post-traumatic reaction
- Funeral, memorial or repatriation service arrangements
- Liaising with police, hospital and other medical staff
- Liaising with the Department of Home Affairs (DHA)
- Liaising with the families of affected students (if necessary, interpreters will be appointed)
- Liaison with academic staff regarding special arrangements which may need to be made
- Making arrangements to inform staff and students (when applicable)
- Making contact with next of kin/significant others.
- Monitoring media coverage (as this may continue to cause distress to staff and student)
- Monitoring reactions within the campus, including significant dates and anniversaries.
- Monitoring the need for counselling and maintaining contact with staff and students who are likely to need ongoing support psychological debriefing of students and staff 24 to 72 hours after the incident
- Notification of and liaison with an agent if applicable
- Notifying embassies and consulates
- Organising a copy of a death certificate
- Organising condolence or other letters to family
- Organising formal stress management interventions as required for students and staff
- Organising payment of repatriation or associated expenses if necessary
- Organising students/staff for hospital visits
- Placing death notices
- Providing guidelines to staff about what information to give to students
- Providing help in accessing legal assistance if necessary
- Resolution of issues regarding fees
- Organising refund of student's fees
- Training workshops in stress management and coping strategies

For more information please visit  
[CRITICAL-INCIDENT-POLICY-June-2020.pdf](#)



# Lead College Code of Practice

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## Code of Ethics

Lead College at all time with integrity in dealings with all students and members of the community.

Lead College will adopt all policies and practices necessary to ensure the quality of the higher education courses and vocational education and training programs it offers is relevant and complies with:

- The Australian Qualifications Framework (AQF)
- The Standards for Registered Training Organisations 2015
- Commonwealth/State legislation and regulatory requirements.

## Lead College will ensure

- The provision of adequate facilities in which to conduct courses and training programs
- The employment of qualified teaching and administrative staff
- Compliance with an acceptable refund policy
- Compliance with current workplace health & safety and duty of care requirements
- The maintenance of adequate records and security of all current and archival records
- Student access to their records upon request
- Notification to students of any intention to relocate premises, no later than three weeks before relocation is to occur.
- Lead College undertakes to provide quality education and training and to uphold the highest ethical standards.
- Lead College undertakes to ensure that all employees, agents and representatives are familiar with and agree to comply with
- This code of ethics ensure that all employees, agents and representatives are familiar with and agree to comply with code of ethics.
- Lead College will refrain from associating with any enterprise which could be regarded as acting in breach of this code



# Student Declaration

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All students are required to sign the following declaration.

- » You should hand/email the signed declaration to the designated member of staff at the completion of the orientation session.
  - » If you have any questions about the declaration, you should go to the Lead College reception desk to make an appointment for a meeting with the Student Services / Welfare Officer.
  - » You will be allowed to attend any classes only after you have submitted the signed declaration.
1. I have read and understood the information in this handbook
  2. I understand that Lead College is obliged to provide information to the Australian government and designated authorities. This information includes:
    - Student personal and contact details
    - Course enrolment details and changes
  3. I have read and agreed with the refund policy.
  4. I agree to comply with the Student Code of Conduct.
  5. I acknowledge that Lead College may cancel my enrolment should I not comply with the Student Code of Conduct.
  6. I understand that Lead College will cancel my enrolment if:
    - I do not make satisfactory course progress, or
    - I do not pay my tuition fees according to the agreed payment schedule, or
    - I am found to have plagiarised, colluded or cheated in any submission in response to an Assessment task.
  7. I confirm that I have had the Lead College's complaints and appeals processes explained to me in detail at the student orientation session.
  8. I have read the complaints and appeals policy and procedures in this handbook.

STUDENT NAME: \_\_\_\_\_

STUDENT ID: \_\_\_\_\_

SIGNATURE: \_\_\_\_\_

DATE: \_\_\_\_\_



# LEAD YOU TO THE FUTURE



1300 887 361



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