Student Handbook

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RTO
45994

Student Handbook

Contents

Student Handbook

Student Handbook

Welcome to Lumify Learn

Congratulations on taking the first step to achieve your dream of furthering your education, your career and your future.

Throughout life, we will gain experiences, knowledge and skills in a variety of ways. At Lumify Learn, you will learn to take control of your studies. Our trainers will help you develop new skills and guide you through the theory and practical components of your course. You will be able to study at a time that suits you. Our trainers will help keep you on track, and to make sure that you finish within the timeframes for each unit of study.

At Lumify Learn, we value our students and recognise that each has an unlimited potential to achieve. We encourage all students to think and act for themselves. We have created a supportive learning environment where students can feel confident and secure.

Positive learning outcomes will come from your regular participation and discussions with your trainers and other students.

Your efforts will be rewarded with the new skills and knowledge that you gain and the qualification that you earn.

From all of us at Lumify Learn, we would like to take this opportunity to thank you for trusting us with your education and your future. We promise to work with you, to provide the tools to support your graduation and to develop the skills and knowledge for you to build a successful career in the industry of your choice.

Regards

Joshua Cameron
General Manager
Lumify Learn, RTO Number 45994

Student Handbook

Introduction

Lumify Learn trainers are highly qualified, industry professionals who will share their wealth of knowledge throughout the educational journey. The trainers challenge students, guiding them to solve real-world scenarios using innovative tools and techniques. Lumify Learn aims to ensure that when their students graduate, they leave with the foundations they require to start a successful career or move on to university.

Lumify Learn, RTO Number 45994 is powered by the Lumify Group, which means that we have strong links to industry and align with the industry standards and expectations across the ICT industry sector. We are able to provide you with the resources of Australia's largest provider of vendor-certified ICT training in Australia.

Lumify Learn is committed to providing exceptional training and education through unique, supportive and practical learning methods to ensure that students get the most out of their learning experiences.

This student handbook provides information that students will need throughout their study with Lumify Learn. On occasion, amendments may be required to sections of this handbook to ensure its kept current with policies, legislation and other areas associated with the education provided. Access to the most current version of the student handbook is on the Lumify Learn website.

To help maintain Lumify Learn high standards, please take time to read this information in the Student Handbook, the Student Enrolment Agreement and relevant policies and procedures.

If you have any questions about Lumify Learn or their policies and procedures, please don't hesitate to contact the friendly staff by calling 1800 936 230. Suggestions and feedback are always welcome. Lumify Learn looks forward to helping students begin their learning journey.

Student Handbook

Code of Practice

Lumify Learn maintains a highly ethical, responsible and committed approach to providing high standards of vocational education and training. Lumify Learn's main objectives include safeguarding the educational interest and welfare of students and staff while maintaining the standards of training in line with the Vocational Education and Training (VET) Quality Framework regulated by the Australian Skills Quality Authority (ASQA).

Lumify Learn provides staff, trainers and assessors who:

- are experienced in their industry
- always act professionally
- provide the highest level of skills, knowledge and training
- treat all students with respect
- undertake their duties with honesty, integrity and diligence
- maintain student confidentially
- conduct fair, valid, flexible and reliable assessments, and
- always ethically represent Lumify Learn.

Quality

Lumify Learn complies with all requirements of the Standards for Registered Training Organisations (RTO's) 2015, along with all other relevant federal and state legislation. This legislation includes education practices and general business practices such as safety, privacy, and rights. There are also several legislative requirements that students will be made aware of throughout their course.

Lumify Learn will observe all Australian federal, state and territory laws governing Vocational Education and training. Lumify Learn will also meet all legislative requirements.

- Age Discrimination Act 2004
- Copyright Act 1968 (2006)
- Disability Standards for Education 2005
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Racial Discrimination Act 1975

- Sex Discrimination Act 1984

- Privacy Act 1988

- Skilling Australia's Workforce Act 2005

- Work Health and Safety Act (as applicable in each State)

- Standards for Registered Training Organisations (RTOs) 2015

- Australian Qualifications Framework (AQF)

- Higher Education Support Act 2003

- Australian Consumer Law

- Fair Work Act 2009

- National Vocational Education and Training Regulator Act 2011

Enrolment and Orientation

Lumify Learn recruits their students reasonably and ethically and provides a caring and happy learning environment where all students, irrespective of age, sexual gender and preference, marital status, religious beliefs, ethnicity and nationality always receive encouragement and help. Lumify Learn and its teaching staff are committed to nurturing the individual potential of each student. They recognise the rights of all students and abide by the anti-discrimination and equal opportunity regulations and ensure that all students also abide by these laws. Lumify Learn treats all students fairly, providing access to external advice and support when needed and provides a complaints and appeals procedure. Student feedback is encouraged at any and every stage of their course, which is part of the Lumify Learn continuous improvement policy.

Student Selection

Students are selected on merit, their capability to complete the course and their capacity to meet the published criteria. Lumify Learn ensures that throughout the process of selection and admission, applicants are treated fairly, courteously and expeditiously.

Each enrolment is supported through the Pre-Enrolment Profile as part of the application process, which provides students with the information to assist decisions around the correct course. All enrolments attract a 10-working day cooling-off period.

Student Handbook

Entry Requirements

Lumify Learn courses are designed to assist students to enter the workforce as soon as possible after completion of their qualification and prepare them with the necessary skills to be a productive employee from day one in their chosen career and industry.

Lumify Learn courses are created so that students of all experience levels and ability benefit from a wide range of foundation, vocational and high-level skills training.

Entry requirements for each course are as follows:

- Minimum age: 17 years (exemptions may be granted in special circumstances)
- Language, literacy, and numeracy (LLN) skills, as well as the capacity to undertake learning at the Australian Qualifications Framework (AQF) level of the qualification you are enrolling in. Determined by completion of the LLN Assessment
- Sufficient IT skills to join, participate, and complete online studies
- Provision of a Unique Student Identifier (USI) number
- Ability to prove residency, provide identification, and sufficient course enrolment information
- Capacity to pay required course fees
- Complete the online Student Enrolment Form which includes Lumify Learn's Terms and Conditions.

Studying

Each accredited qualification within the education sector must meet the Australian Qualifications Framework. This framework provides the learning outcomes for each qualification level. Study requires graduates to have knowledge and skills for work and further learning.

The types of skills that students will be able to perform are:

At Certificate III Level

Undertake defined activities

Provide solutions to a limited range of predictable problems

At Certificate IV Level

Student Handbook

Complete routine and non-routine activities

Provide and transmit solutions to a variety of predictable and sometimes unpredictable problems

At Diploma Level

Analyse information to complete a range of activities

Provide and transmit solutions to sometimes complex problems

Transmit information and skills to others

Application and Enrolment

Outlined in the table below are the steps to complete the enrolment process for all Lumify Learn courses.

Step	Online Students
1	To be eligible to enrol, individuals will need to make sure they meet all the entry requirements. If they decide they would like more information or would like to enrol they can make an enquiry to Lumify Learn.
2	Once the enquiry has been submitted, the individual will receive a phone call from a Lumify Learn Course Advisors to help them navigate through any questions they have about the course. The Course Advisor will also discuss the next steps needed to complete enrolment.
3	If the prospective student wishes to continue, they will need to complete the formal enrolment process. During this they will also need to complete the Student Enrolment Agreement along with payment. As part of this step, any supporting documentation along with identification to verify the application will need to be provided by the individual. Full fee and payment plan options will be available to the student during payment.
4	Once this process is completed accredited students will be required to complete an LLN Assessment. The LLN Assessment contains questions to assess an individual's language, literacy and numeracy levels to help Lumify Learn understand how they can best support them. Once the student has shown proficiency their enrolment will be processed.
5	Once formally enrolled, Lumify Learn will send the student the information they need to begin their learning journey, including an invitation to attend an online induction session.
6	The student is required to attend the online induction workshop with their trainer, which will help them kick-start their studies and prepare them for success in their course. Once completed, they are ready to start studying.

Student Handbook

Orientation

Online students will receive their induction via an online conferencing tool or by telephone. It will:

- • cover the information contained in the Student Handbook, including rights as a student
- • verify student access to the various tools to be used
- • show students how to access our LMS/ our learning management system, where they can find all their study resources
- • ensure students are familiar with the resources
- • introduce students to their trainers and other support staff
- • outline their overall course assessment requirements, and
- • outline where to access more information, as required.

What are Streams?

Lumify Learn have tailored their courses into streams. These streams are groupings of units that have a similar work outcome or relationship and therefore enable students to apply learning more readily. Progression to subsequent streams is dependent on the successful completion of all units within the current stream.

Student Information

Unique Student Identifier (USI)

A Unique Student Identifier (USI) is a reference number linked to an online account that allows students to see their training results from all providers. The USI account will be linked to the National VET Data Collection, making it easier for students to find and collate their VET achievements into a single authenticated transcript.

Students will be required to give their USI to Lumify Learn when they enrol to study. Note: enrolment may be delayed if a USI number is not provided and certificates, transcripts or statements of attainment will not be issued without this number.

Individuals can create their USI for free, and the process is quick and easy. For further information on the USI scheme or how to create a USI, please visit the Department of Industry website: https://www.usi.gov.au/students/how-do-i-create-usi For assistance in creating a USI, contact your Trainer or Student Support Officer.

Student Handbook

Technology Access

Lumify Learn promotes the use of mobile technology as a learning tool for its programs, providing students with an easily accessible online platform to complete their studies. They will have access to Lumify Learn's Learning Management System (LMS) where they can access learning resources and supporting materials, upload and download assessments, record practical assessments etc. Necessary software will be provided to students through the LMS.

To effectively complete some of the tasks required students will need to have access to a computer that:

- **Operating System**: Use Windows 10 (20H2) or later, or macOS Big Sur 11x or above with a minimum of 16GB of RAM
- **Browser**: Run a modern browser such as Microsoft Edge (new Chromium edition) or Google Chrome. Mozilla Firefox or Apple Safari can also be used in most cases.
- **Adobe Acrobat Reader**: Install and run Adobe Acrobat Reader (free download).
- **Office Programs**: Run software programs for creating documents, spreadsheets, and presentations. Online access to Microsoft Office 365 with OneDrive storage is provided to all students through the Lumify Learn Microsoft 365 agreement.
- **Web Camera and Headset**: Ensure that your computer supports the use of a web camera (external or built-in) and a headset (USB or Bluetooth) for online communication and collaboration.
- **Stable internet**: Your internet connection should be reliable to ensure you can access online resources and participate effectively in your studies.

StudySpot (LMS)

The StudySpot LMS is a web-based support and resource centre designed specifically to provide support for students throughout their studies. Students will be able to communicate with their trainer through the LMS and submit all their assessments by uploading documents in the LMS.

Student Handbook

Forums allow students to make direct contact with other students on the course and are a useful way of gaining support from fellow participants. At designated times, access to online seminars with trainers and assessors will be made available. Access to courses is available on the LMS 24/7. Please refer to the LMS User Guide for system support.

Change of Details

Students are required to notify Lumify Learn, in writing, of any change of address or contact phone number, including mobile phone numbers and email addresses. Any information given by the student to the college is considered private and confidential.

Fees and Financial Support

For all Lumify Learn Courses

The total course cost including enrolment fee is located on our website and in our course brochures.

Two payment options are available: Full Fee and Payment Plans.

1. Full Fee

- Pay a once-off fee.
- The full fee includes a 10% discount.

2. Payment Plans

- Monthly or fortnightly payment plans are available. In some cases, the payment plan may extend beyond course completion.
  *Note: Course awards may be issued with pending finalisation of course fees watermark and re-issued with watermark when course fees are paid in full
- Processing fees

All Lumify Learn courses incur an enrolment fee of $750 per enrolment (each time you enrol in a course). Note: Even if you withdraw from the course, you are still liable to pay the enrolment fee of $750. If you have paid for your course upfront, you can apply for a refund for your course fees. However, the $750 enrolment fee is non-refundable.

If you have any questions about how the payment plan works, simply reach out to our Student Support team on 1800 936 230 or email us at studentsupport@lumifylearn.edu.au.

Prepaid Student Fees Protection

To protect fees paid by students or third parties on behalf of the student, Lumify Learn has provided an Unconditional Financial Guarantee via a Bank Guarantee.

In the event, Lumify Learn ceases to operate as an RTO:

> a. We will advise the students and assist them where possible to enable them to complete their course through other RTOs, and

> b. We will return any unmarked assessments to the student, and

> c. We will issue a certificate or Statement of Attainment (SOA) if all requirements are met for an assessment

Induction Workshop

Students are required to attend an Induction Workshop. This workshop will give students the opportunity to meet their trainer, will provide them with important information about systems and processes, and an overview of the course, what they can expect of the course including who to contact should they need support during their journey with Lumify Learn.

Learning Strategies

Lumify Learn provides support to help students thrive, no matter what style of learner they are.

Individual learning is guided through contact with their appointed trainer. The trainer will suggest follow-up reading, including the course text, additional resources and video content that is relevant to a student's development.

Materials and links to resources are available on the LMS. Student learner guides may be provided in printed format on request.

A discussion forum is available on the LMS, and engagement with other learners in the same course is encouraged.

Learning online will include:

- regular contact for training, support and to maintain engagement through goal setting, time management and planning
- collaborative learning experiences to enhance development and overcome issues of isolation

- ensuring that students have the technological skills to succeed
- access to literacy and numeracy support, and
- access to job readiness activities.

Throughout the learning activities and through contact with their trainer, multiple technologies and resources are provided to enable a learner centred approach at a time that suits the student. These are outlined in more detail below.

Trainers conduct weekly one-on-one training sessions with students to discuss their progress. In each weekly training or contact session, trainers will also encourage engagement in online workshops and collaborative learning activities. Online workshops and group learning activities are run by the individual's trainer as well as specialist trainers within the faculty.

Learner materials and links to resources are available on the LMS. Student learner guides may be provided in printed format on request.

Tailored Individual Learning Plans

Lumify Learn aligns the learning plan to meet an individual's specific needs. This plan outlines how the student will achieve the minimum requirement of 15-20 hours per week of study, ensuring that their course is completed within assigned timeframes. The plan is tailored to support the student's learning needs and discuss any additional support required to aid their learning.

Assessments

Assessments are an essential part of the course. Successful completion allows for course progression for students, ending in the receipt of the qualification. Lumify Learn's assessment system is designed to ensure students are assessed under the regulator's Principles of Assessment. It recognises that different assessment types are used across our courses. We also include Recognition of Prior Learning (RPL).

These assessments are integral to your learning experience and help you consolidate and integrate new knowledge and develop practical skills by gathering, consolidating, and discussing evidence about your learning.

To be awarded a Nationally Recognised Qualification, you must demonstrate that you have achieved competency in all aspects of the qualification. Evidence of

competence is assessed through assessment tasks that have been set up in StudySpot, our online Learning Management System (LMS).

Competency is the ability to apply knowledge and skills to meet a particular standard of performance required in the workplace and transfer and apply those skills and knowledge to new situations and environments.

If there is any question of competency being achieved, your trainer may request you to complete a supplementary assessment to confirm their judgement.

Types of Assessment

Knowledge Questions

These are positioned throughout the course to assess your understanding of the taught knowledge and skills. These are in the form of questions requiring answers and are submitted within StudySpot (LMS).

Written Assessments

These may include short answers, essays, scenarios, case studies, presentations or other written accounts of tasks or activities.

Video or Audio Based Assessments

Students may be required to record themselves and others, undertaking a defined scenario or role-play demonstrating skills developed during the study.

Verbal Assessments

Students may have structured interviews with their trainer. The nature and scope of the assessment will be provided before the assessment.

Practical Tasks

Students are required to complete practical application tasks where they are given specific task requirements and inclusions. The completed tasks are submitted through StudySpot.

Recognition of Prior Learning

RPL uses evidence from formal, non-formal and informal learning rather than from specific assessment activities directed by Lumify Learn. This evidence is often combined with assessment activities sometimes known as challenge testing. RPL assessment is conducted with the same rigour as any other form of assessment.

Student Handbook

Where gaps are identified in the RPL process, the RPL assessor will ask for additional evidence. Please see our RPL process for more information.

Submitting Assessments

You will be provided instructions on how to submit your assessments in StudySpot. Please read through the instructions in detail before making any attempt at submitting an assessment.

If you have any concerns or questions about assessment submission, you can contact your trainer.

Assessment Marking and Feedback

Your assessments should be marked within ten working days, where you will also be provided with feedback. If you need further clarification, you should contact your trainer, who can help you understand the assessment feedback.

Assessment Judgement

The completed Unit of Study assessment-based outcomes are:

> a. Competent (C) - when the student can demonstrate competency in all assessment outcomes
>
> b. Not Competent (NC) - when the student has not yet demonstrated competency in all assessment outcomes

A student is deemed to be competent when all assessment outcomes have been completed satisfactorily to a competent level within a Unit of Competency.

Until that Unit of Competency is marked Competent, individual assessments will be marked as Satisfactory (S) or Not Satisfactory (NS).

Attempts at an Assessment

If you have received a NS result on an assessment task, you may submit a second assessment task attempt, once all the required amendments based on the feedback provided have been made.

If a second assessment task attempt is not satisfactory or unsuccessful, you will be graded a NC result on the Unit of Competency (UOC). In the event of a NC for a UOC, the student may choose to re-enrol in the UOC at the end of their course for an additional tuition fee(s).

Lumify Learn may cancel the student's enrolment should it be determined that the student has made excessive non-genuine assessment attempts. There will be no refund given in this scenario.

Please refer to the Withdrawal and Refund Policy for further details.

Lumify Learn is not obliged to provide a student with more than one attempt at an assessment task. However, for accredited courses we will allow for two attempts (at most) per assessment task, allowing a student an opportunity to respond to constructive feedback on assessment submissions.

In unforeseen or extraordinary circumstances, if deemed necessary by the Training Team Leader, or RTO Manager, a further attempt may be allowed (assessed on a case-by-case basis).

Appealing an Assessment Decision

In the event you disagree with an assessment task judgement or result, we encourage you to seek feedback from your trainer. In the event you remain dissatisfied with the trainer's response, you are entitled to request an assessment submission review by an independent assessor.

To have your assessment reviewed by an independent assessor, you are required to make a request in writing using the Complaints and Appeals form within ten working days of receiving your assessment result.

Once the written appeal has been received, the Training Team Lead will review the appeal application and will advise you of the result of the assessment appeal in writing within fifteen working days of submission of your appeal.

If, after review, you are still dissatisfied with the assessment task result, you can escalate the appeal to the RTO Manger, following which this decision will be final, and Lumify Learn will record the final result in the Student Management System.

A record of all appeals received, and documented outcomes will be stored by Lumify Learn in the Student Management System (SMS). Lumify Learn will use this information to review its processes and practices.

Assessment Standards

Lumify Learn will comply with the assessment guidelines defined in the relevant nationally endorsed Training Package, or companion guides. Lumify Learn ensures

that a vocationally competent assessor determines the competency assessment and that each qualification, and its assessments undergo regular validation reviews.

Assessments may be improved from time to time and added to your course to ensure the most up to date assessment activities are being assessed.

Assessments are mapped to part or whole of a unit of competence and being deemed competent. Only if all assessment parts for the unit are completed to a competent level), will lead to a statement of attainment or qualification being issued at various exit points of the qualification, depending on these mappings.

Assessments follow the principles of assessment and are:

a. Valid – assessment methods will be justified by Lumify Learn based on the evidence of performance by the individual student. That means assessments must be against the unit/s of competency and cover a broad range of evidence and demonstrable skills that can be practically applied by the student in similar situations.

b. Reliable – assessment procedures must be reliable and must consistently interpret evidence from the student, irrespective of the assessor.

c. Fair – assessment procedures will be fair, to not disadvantage any students.

d. Flexible - assessment procedures will be flexible and should involve various assessment methods that depend on the circumstances surrounding the assessment, including the student's needs and competencies acquired.

We will achieve this through:

a. reliable and valid design of assessment tools and through engagement with Industry, and

b. validation and moderation of the assessment judgements to confirm Lumify Learn's assessment system conducted regularly and systematically, and

c. an understanding of the definition and practical application of the above definitions.

Course Progression

A student must regularly log in and undertake their learning to sufficiently progress through their course and complete by the course end date.

Student Handbook

The student is responsible for their own course progression and is required to use self-initiative by being proactive in reaching out to the trainer or Student Support Officer should any difficulties be encountered.

Lumify Learn will support the student to progress through the course by regular contact through various communication channels.

If the student has not logged into StudySpot for over 45 consecutive days, it is considered a lack of activity. If the student has not submitted an assessment for more than 60 consecutive days, it is considered a lack of progression. In the case that Lumify Learn is unable to establish contact with the student over a period of 90 days after at least three attempts over this period, the student is considered as not contactable.

Lumify Learn considers a student with a lack of activity, a lack of progression, or a not contactable as 'at high risk' of not completing their course within the course duration period.

In the instance that a student is deemed high risk, and no further communications are received from the student, enrolment may be cancelled.

Course Duration and Time Limits

Lumify Learn expects students to consistently progress so that they can complete their course by the course end date.

All courses will expire on the course end date stated in the Training Plan. Lumify Learn will cancel the student's enrolment unless granted an extension.

Requests for course extension may be granted under special circumstances and applications for course extension must be submitted in writing to studentsupport@lumifylearn.edu.au.

No extension will be granted where the student has failed to progress, has had no activity and has been non-contactable.

Refer to the section below, Cancellation or Request for Extension of Course Duration.

Student Handbook

Responsibilities as a Learner

- With the support of the appointed trainer, students agree and commit to an Individual Learning Plan including completing a minimum of 15 hours of study per week
- Utilise the learning support mechanisms that Lumify Learn supply to aid learning
- Communicate with trainers on any wins or challenges that arise during the course
- Abide by the Lumify Learn Student Policies and Procedures
- Notify the appointed trainer should any details or requirements for learning change
- Follow Lumify Learn's Code of Conduct
- Complete studies within the course duration period

Rights as a Student

- To be treated fairly and with respect
- Learn in an environment that is free of discrimination and harassment
- Pursue educational goals in a supportive and stimulating learning environment
- Have records and personal information stored and maintained in a confidential, secure and professional manner
- Receive information about assessment procedures and learning progression in a timely and professional manner
- To receive the services offered and marketed upon enrolment

RPL and Credit Transfer

What is Recognition of Prior Learning (RPL)?

RPL is an assessment process that involves assessing a student's relevant industry experience, relevant learning, including formal, informal and non-formal learning to determine if it can be credited towards their study. There is no reduction in the course costs for an RPL assessment. All RPL will be charged at the same rate as the course units and will require proof of competency and currency. If a student thinks they may be entitled to RPL, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience.

Student Handbook

What is a Credit Transfer?

A credit transfer is the recognition of academic credits gained through formal study at Registered Training Organisations (RTOs). If a student thinks they may be entitled to a credit transfer, they are encouraged to discuss this with their course advisor or trainer at their earliest convenience. It will be the student's responsibility to provide Lumify Learn with certified copies of their academic transcript.

Approved credit transfers incur no unit cost to the student. However, applications are required to be provided to Lumify Learn and approved before payment. Trainers can provide their students with more information about this application and, if they are interested, support them with the application process. All credit transfer applications will be subject to verification of transcripts with the issuing authority. False or misleading information will be reported to the police and may result in the student being withdrawn from the course.

Qualification Transition

From time to time, the Government undertakes a review of courses offered by Registered Training Organisations to ensure that they are up to date and current. If a course is found to be outdated, this course may be updated, Australia wide, across all RTO's. This process ensures courses offered across all RTO's are relevant to the industry and that students are job ready once they have completed their qualification.

For Lumify Learn students, this can mean that their current course may be superseded, whereby they will need to be transitioned into the upgraded course. This does not mean that their current course is no longer valid, it will still be recognised in the industry.

Students will be given an opportunity to complete their current qualification before the transition date is reached. If, however, students cannot complete in time, Lumify Learn will assist with their transition and credit transfers will apply where relevant.

For further information on our Qualification Transition Policy, please visit the Lumify Learn website.

Student Handbook

Support Services

Lumify Learn is committed to providing students with educational and support services throughout their study. The nature of the support will be determined based on an assessment of the individual's needs.

Once a student's needs are identified, a support plan will be developed for them. If a student thinks they require additional support, they need to be sure to state this upon enrolment.

The following provides some examples of the support services Lumify Learn provide at no additional cost.

- Language, Literacy and Numeracy (capability assessment): Assessment methods may be modified to enable students to be assessed, and alternative assessment options may be provided where special needs are identified
- English language support: Extra literacy courses may be recommended.
- Assistive Technology: Increased font size, speech to text or text to speech.
- Additional materials: Workshops on presentation skills, report writing and communication
- Assistance in using technology: Computer software training (Word, Excel, PowerPoint)

Additionally, Lumify Learn provides students with a range of generic online workshops, which includes:

- Presentation skills
- Basic excel
- Basic word
- Numeracy
- Comprehension
- Unpacking or question analysis
- English grammar
- Communication
- Report writing

Student Handbook

Student Life

Policies

Lumify Learn maintains an ethical and responsible approach in the provision of education, training and assessment of all students, with its main concerns centred on safeguarding the educational interest and welfare of students and staff. It is imperative that students obtain, read, and understand each of the policies mentioned in this handbook. Further information regarding these policies can be found on the Lumify Learn website.

Conduct

It is expected that all Lumify Learn trainers, staff and students will always be treated with courtesy and respect.

This conduct extends to the provision of assessment items. All assessment material submitted must be respectful of staff, students and others. Assessments and any other material used for study must not offend others. This includes unlawful material, nudity, inappropriate language, racial discrimination, sexual discrimination, terms or other content that may be offensive to others.

Copyright

All marketing, training, resource, course and assessment material is copyrighted in whole by Lumify Learn and may not be reproduced in any form without the express written permission of Lumify Learn.

Printed Material Copyright Policy

Students may make copies of one or more articles on the same subject in a publication for their study and research, provided the copies conform to the relevant copyright law for the materials being copied.

Referencing

Students must use the Harvard referencing style for any material taken from published documents. Please refer to the Citing and Referencing Guide: Harvard Style for referencing information.

Plagiarism

Assignments, projects and essays must be the student's work, including material from staff, students or the internet. Whenever a student uses the words or work of

another person either by direct quotation, paraphrasing or by the use of the other's ideas, the author and the source must be identified through the use of formal referencing.

Lumify Learn is committed to ensuring the highest quality course content and student experience. For this reason, Lumify Learn will not tolerate any party plagiarising or copying another person's work. Any suspected case of plagiarism will be investigated, and action taken accordingly. Individuals involved will have the opportunity to give evidence and explain their conduct. Where misconduct is proven, a penalty that reflects the nature of the plagiarism will be imposed. Penalties may range from a formal caution to the course being cancelled.

Please refer to the Plagiarism Policy and Procedure on the Lumify Learn website for more information.

Cheating

Assignments, projects and essays must be the student's work, including material from staff, students or the internet. Whenever a student uses the work of another person and submits the work as their own, it will be classed as cheating.

Lumify Learn is committed to ensuring the highest quality course content and student experience. For this reason, Lumify Learn will not tolerate any party cheating or passing others work off as their own. Any suspected case of cheating will be investigated, and action taken accordingly. Individuals involved will have the opportunity to give evidence and explain their conduct. Where proven, a penalty that reflects the nature of the cheating will be imposed. Penalties may range from a formal caution to the course being cancelled.

Breach of Policies: Non-Academic Misconduct and Discipline

Lumify Learn reserves the right to review the enrolment status of any student whose conduct or performance is not of an acceptable standard or if there is a breach of any policy stated within this handbook. Penalties for breaches of rules, or unsuitable or disruptive behaviour will be imposed depending on the nature and severity of the breach. A warning will be given for minor breaches and students will be suspended from training for more serious breaches. Students may be requested to leave the course where major or repeated breaches have occurred and where all discipline avenues have been exhausted.

Student Handbook

Non-academic misconduct includes but is not limited to the following:

- Behaving in a manner that tarnishes Lumify Learn's reputation and name
- Threatening, harassing, abusing, discriminating or vilifying Lumify Learn staff members or students
- Disrupting classes and failing to follow trainers' and other Lumify Learn personnel's reasonable directions
- Falsifying medical certificates
- Providing Lumify Learn with false documents, e.g. qualifications, statements of attainment, evidence, references
- Non-payment of fees by the due date
- Not abiding by the Code of Practice
- Non-adherence to any policy or behavioural standard outlined in this handbook
- Failing to adhere to the WHS requirements

Note: Unlawful acts will be reported to the police.

Work Health and Safety

Lumify Learn emphasises that WHS is everybody's responsibility. All staff, students and visitors are informed of WHS requirements and responsibilities during induction and orientation sessions.

Students have a responsibility to:

- carry out their studies and work in a manner which will not put at risk their personal health and safety or that of any other person
- refuse to carry out work or undertake any activity which is demonstrably unsafe or has the potential to cause harm
- request training or information if they believe they lack the skills required to do their job, study or any associated task in a safe manner, and
- discuss any work, health and safety issues, including ergonomic concerns, with their trainer.

After Completing the Course

Evaluation of Training

Lumify Learn continually strives to improve its courses, resources, training and assessments. Throughout the course, students may be asked to give feedback regarding their training, which Lumify Learn hope they take the time to provide. Responses are discussed at various validation and management meetings where ideas may improve Lumify Learn practices and primarily the courses they provide.

Lumify Learn want to thank students in advance for completing their surveys and for helping them to improve their systems.

Issuing of Results

Students must be assessed as competent (C) in all units of competency listed in their course to be eligible for the qualification. If students are found to be not yet competent (NYC), they will be given feedback and asked to resubmit their assessment for further consideration.

When students have completed a unit of competency, their results are entered into Lumify Learn's student management system, and evidence is kept on file according to regulatory requirements.

Should students withdraw from the course, they will be issued with a Statement of Attainment for the units of competency they have successfully completed.

Note: Under the Standards for Registered Training Organisations (RTOs) 2015, AQF testamur(s) will be issued within 30 calendar days of the learner's final assessment being deemed competent.

Complaint and Appeals

Lumify Learn is committed to developing and maintaining an effective, timely, fair and equitable complaint handling system, which is easily accessible to all complainants. A complaint is a person's expression of dissatisfaction with any aspect of Lumify Learn's services and activities, including both academic and non-academic matters, such as:

- the enrolment, induction/orientation process
- the quality of education provided

- academic issues, including student progress, assessment, curriculum and awards in a VET course of study handling of personal information and access to personal records, or
- the way someone has been treated.

For information on how to submit a complaint, please refer to the Complaints and Appeals Policy and Procedure on the Lumify Learn website.

Cancellation or Request for Extension of Course Duration

Students who wish to withdraw from a course or unit of study must do so in writing. Please send an email to studentsupport@lumifylearn.edu.au and include the following information:

- Student name, address and contact details
- Student ID
- Course of study being undertaken
- Reasons for cancellation

Please refer to the Withdrawal and Refund (fee-for-service) Policy on the Lumify Learn website for more information.

Extensions

Course duration periods are dependent on the level of qualification for which you are enrolled. The course duration period is specified in the course information brochures and the Student Enrolment Agreement. Due to extenuating circumstances, students may request an extension of course duration for a period of up to three months post the course completion date without incurring any additional fees.

Any further extensions will incur fees for an additional term/cluster equivalent of a 3-month extension.

Students who wish to apply for a course duration extension must do so in writing. Please send an email to studentsupport@lumifylearn.edu.au and include the following information:

- Student name, address and contact details
- Student ID
- Course of study being undertaken
- Reasons for requesting a course duration extension.

Refund of Fee for Service Course Fees

Lumify Learn is committed to ensuring fair and reasonable withdrawal and refund practices. Lumify Learn will:

- Implement and maintain a process for fair and reasonable withdrawal and refund of fees paid
- Provide refunds for course fees and charges paid by students / third parties, where training and assessment activities and/or products have not been delivered
- Provide refunds for course fees paid by students / third parties, where a student cannot pass the capability assessment (LLN) after two attempts.
- Withdrawal within the 10-working day cooling-off period: You are liable to pay the $750 enrolment fee, but no other tuition fees apply.
- Withdrawal outside of the 10-working day cooling-off period: You are liable to pay 50% of the course fees, plus the $750 enrolment fee.
- Withdrawal after commencing the second half of the qualification or have reached 50% of the course duration period: You are financially obligated to pay the total course fees.
- If students have paid their course fees upfront and a refund is approved. Refunds will be paid within 10 working days of the date the application for withdrawal and refund is approved.

Please refer to the Withdrawal and Refund Policy on the Lumify Learn website for more information.

Record Keeping and Privacy

Lumify Learn is firmly committed to honouring an individual's privacy. In the course of business, Lumify Learn may collect information from students' enrolment applications, either electronically or in hard copy format, including information that personally identifies individuals. Lumify Learn may also make records of communications between individuals and Lumify Learn.

In collecting personal information, Lumify Learn will comply with the requirements of the VET Provider Guidelines and the Australian Privacy Principles as set out in the Privacy Act 1988 (Cth).

Student Handbook

All collected information is private, confidential, and access is restricted to authorised personnel only. The privacy of students is paramount. For a full version of Lumify Learn's Privacy Policy and Procedures, please visit the Lumify Learn website.

Access to Records

Students have the right to view copies of their records, and to request corrections of any incorrect information on those records. Students can request access to view their records, including a printout of the computerised records held on the Lumify Learn database. If students want to access their records at any time, they must contact studentsupport@lumifylearn.edu.au and request access to their records. The compliance team will make copies of the requested documents and send them to the student via mail.

In some cases, Lumify Learn may release personal information where required to by law or when requested by state authorities for reporting and audit purposes. This may include:

- The Police
- Department of Human Services (Centrelink)
- Department of Education
- Australian Skills Quality Authority (ASQA)
- National Centre for Vocational Education Research (NCVER)

Third Parties Accessing Student Records

Students have the right to request a third party to have access to their student information and records. Under the Australian Privacy Principles, students will need to specify the type of information that they want a third party to have access to. Both the student and the third party will need to complete the Third-Party Access Request Form, located on the Lumify Learn website.

For additional information on Lumify Learn policies and procedures, please visit the Lumify Learn website.