



# Student Handbook

**Lumify Learn Bootcamp Student Handbook**

**Lumify Learn Pty Ltd**

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**Bootcamp Student Handbook**

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# 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.

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 will work with you, to provide the tools to support and 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

# 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 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.

## 1. About Bootcamp Courses

Bootcamps provide job-ready training across IT disciplines such as Cyber Security, Cloud, AI, Data, and Full Stack Development. Each bootcamp has a defined maximum duration with the option to complete earlier if you progress faster.

## 2. Enrolment and Identification Requirements

- Students must complete the online enrolment form and accept the Student Enrolment Agreement.
- One form of government-issued photo ID (e.g. passport, driver's licence) plus one supporting document (e.g. Medicare card, utility bill) is required.
- Students under 18 must have a parent/guardian complete a consent form.

## 3. Entry Requirements

- Minimum age 17 (exceptions may apply).
- Sufficient foundation skills (reading, writing, numeracy, digital).
- Access to required technology (see Section 7).
- Ability to meet payment obligations.

## 4. Orientation

- After enrolment, you can attend an online Meet and Greet session to connect with your trainer and learn about the course.
- This is an opportunity to connect with your trainer, explore StudySpot (our LMS), and learn about the support available.
- The session introduces your trainer, explains how to navigate StudySpot (our LMS), and outlines support options.

## 5. Course Delivery

- Delivered 100% online.
- Includes self-paced modules, online resources, webinars, Q&A sessions, and one-on-one trainer support.
- Students are encouraged to stay in regular contact with their trainer to support learning and progression.
- The bootcamps include vendor exam vouchers (see Section 12).

## 6. Technology Access

- Windows 10 or macOS Big Sur (or later), minimum 16GB RAM.
- Modern browser (Edge, Chrome, Firefox, Safari).
- Webcam, headset, and reliable internet connection.
- Access provided to StudySpot LMS for resources, assessments, and communication.

## 7. Fees and Payment

- \$750 enrolment fee applies to all courses (non-refundable).
- Payment can be upfront (10% discount) or via payment plan instalments, with transaction/admin fees.
- Certificates are issued only once fees are paid in full.

## 8. Course Duration and Extensions

- Course duration differs between programs and is outlined on the Lumify Learn website and in the course brochures.
- Extensions may be available upon application. If approved, an additional fee may apply.

## 9. Cooling-Off Period

- You may withdraw within 10 working days of course commencement.
- In this case, only the \$750 enrolment fee applies.

## 10. Withdrawals

- If you withdraw after the cooling-off period, you remain liable for 100% of course fees (including any outstanding instalments).
- Please refer to the Withdrawal and Refund Policy for complete details.

## 11. Learning Resources and Certification

- You are required to complete all learning activities and any vendor exam requirements within the course duration.
- Certification exams are run by the vendor (e.g., Microsoft, AWS, CompTIA) under their own rules. Lumify Learn provides one exam voucher per module. Replacement vouchers (for no-shows or exam failures) must be purchased by the student at their own cost.
- To be eligible for certification, you must:
  - Complete all learning activities and assessments

- Successfully pass the vendor exams
- Finalise all course fee payments.

## 12. Student Responsibilities and Rights

### Responsibilities:

- Actively engage in learning and maintain trainer contact.
- Complete all activities within the timeframe.
- Pay all fees on schedule.
- Maintain respectful conduct (see Section 19).

### Rights:

- Fair treatment and respect.
- Access to quality learning resources and trainer support.
- Privacy of personal information.
- Consumer rights under Australian Consumer Law

## 13. Trainer Support and Communication

- You are assigned a dedicated trainer.
- Trainers provide Q&A sessions, exam prep, and one-on-one mentoring.
- You are expected to reach out if you face challenges.

## 14. Certificates and Vendor Badges

- Upon successful completion of your Bootcamp (all Lumify Learn course requirements and fees paid), you will receive a Lumify Learn Certificate of Completion.
- Vendor-issued certifications and digital badges (e.g., Microsoft, AWS, CompTIA) are awarded only when you successfully pass the relevant vendor exams, in line with the rules of the certification body.

## 15. Complaints and Appeals

- Complaints can be submitted via [studentsupport@lumifylearn.edu.au](mailto:studentsupport@lumifylearn.edu.au).
- Lumify Learn ensures complaints are acknowledged and investigated fairly and in a timely manner.

### 16. Record Keeping and Privacy

- Lumify Learn is committed to protecting your privacy. We collect enrolment details and may keep records of communications with you.
- Personal information is stored securely, kept confidential, and only accessed by authorised staff.
- We comply with the Australian Privacy Principles under the *Privacy Act 1988 (Cth)*.
- For full details, see Lumify Learn's Privacy Policy on our website.

### 17. Code of Conduct, Academic Integrity, and Misconduct

- Students must act respectfully toward staff and peers.
- Vendor certification exams are governed by the rules of the certification body (e.g., Microsoft, AWS, CompTIA). These rules must be always followed.
- AI tools may be used to support learning and preparation.
- Breaches may result in suspension or cancellation of enrolment.



## **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.

- 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.

## **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.

## **Student Handbook**

Lumify Learn thanks students in advance for completing surveys and helping us improve.