



LAF COLLEGE OF VOCATIONAL EDUCATION P/L

Student Handbook

2017

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WELCOME

Dear Student

Congratulations and welcome to the LAF College of Vocational Education.

It is important to have a balance in life, to study successfully and to deal with difficulties as they arise. Our friendly staff and administration team is available to provide you with assistance on any matters related to your study. Please do not hesitate to contact our staff.

We look forward to helping you to achieve your study goals and making your experience at the College enjoyable and memorable.

We encourage you to take full advantage of the opportunities available to you and look forward to celebrating your achievements in the future.

The purpose of this handbook is to provide you with all the information that you need to know about studying with LAF College of Vocational Education. If you have any more questions please feel free to speak to our staff. We are committed that you get all the support that you need to be successful in your studies.

Wishing you all the best of luck in your studies!

Yours sincerely

HAN QUYNH LUU VO

CEO/Director

STUDYING THROUGH LAF COLLEGE OF VOCATIONAL EDUCATION

LAF is a young, dynamic and friendly College in attractive surroundings located in Sunshine, approximately 10 kms from the central business district of Melbourne.

We are dedicated to providing you with a quality program that are sound in concept, implemented by a dedicated team of educators and geared towards those seeking a solid education foundation for employment in their chosen field.

We achieve this by our experienced and committed instructors, small class sizes, flexible start dates and our nationally recognised and standardised curriculum, to ensure that you get the most out of the time that you invest in your education.

We provide a learning environment in which education and culture go hand in hand, as it seeks to develop the full potential of each student.

LAF College of Vocational Education has 4 campuses and 1 head office. Each campus has been designed to accommodate the different types of qualifications.

Campus Location

- Links St Campus: Hairdressing campus
- Sun Crescent Campus: Beauty, EAL and Information Technology
- Preston Campus: EAL, Hairdressing, Floristry and Information Technology
- Springvale Campus: EAL and Information Technology
- Head Office: Administration

Campus Addresses

- Links St Campus is located at 50 Links St , Sunshine Vic 3020
- Sun Crescent Campus is located at 27 Sun Crescent, Sunshine Vic 3020
- Preston Campus is located at 378 High St Preston Vic 3072
- Springvale Campus is located at 10 Bando Rd, Springvale Vic 3171
- Head Office/Student administration is located at 15 Sun Crescent, Sunshine Vic 3020

CONTACT DETAILS

The Student Administration Office can be contacted on 03 9311 1586 and is open for full time students between the hours of 8.00 am and 9.00 pm, Monday to Friday. The person who will be there to speak to you is the Campus Manager. You can also email student administration at info@laf.vic.edu.au if you need anything or that you have any questions that you would like answered outside of office hours.

Full time students

Full time students will be able to all Campus between the hours of 8.00 am and 5.00 pm, Monday to Friday.

Part time students

Part time students will be able to access the Sun Crescent Campus between the hours of 6.00 pm and 9.00 pm, Monday to Friday.

2017 COURSES PROVIDED BY LAF COLLEGE OF VOCATIONAL EDUCATION

The College offers the following courses:

English as an Additional Language

- Certificate I in EAL (Access)
- Certificate II in EAL (Access)
- Certificate III in EAL (Access)
- Course in EAL

Hairdressing

- Certificate III in Hairdressing
- Certificate IV in Hairdressing
- Diploma of Salon management

Beauty

- Certificate III in Beauty services
- Certificate III in Make up
- Certificate IV in Beauty Therapy
- Diploma in Beauty therapy

Nail Technology

- Certificate III in Nail technology

Floristry

- Certificate II in Floristry (Assistant)

Information, Digital Media & Technology

- Certificate I in Information, Digital Media & Technology
- Certificate II in Information, Digital Media & Technology

22259VIC Course in EAL

This course is suitable for a person who wants to increase their confidence when listening, speaking, reading and writing in English. This includes developing the skills to learn, to learn about Australian society and participate in your community.

Website: <http://training.gov.au/Training/Details/22259VIC>

22250VIC Certificate I in EAL (Access)

This course is suitable for a person who wants to increase their confidence when listening, speaking, reading and writing in English. This includes developing the skills to learn, to learn about Australian society and participate in your community.

Website: <http://training.gov.au/Training/Details/22250VIC>

22251VIC Certificate II in EAL (Access)

This course is designed to increase your confidence when listening, speaking, reading and writing in English. This includes developing the skills to learn, to learn about Australian society and participate in your community

Website: <http://training.gov.au/Training/Details/22251VIC>

22253VIC Certificate III in EAL (Access)

This course is designed to increase your confidence when listening, speaking, reading and writing in English. This includes developing the skills to learn, to learn about Australian society and participate in your community

Website: <http://training.gov.au/Training/Details/22253VIC>

SHB30315 Certificate III in Nail Technology

This course is designed to develop skills and knowledge so that you can provide a range of nail technician and nail technology services including manicure and pedicures, applying acrylic or gel nail enhancement and applying art. This includes the knowledge of nail science, communication and retail skills.

Website: <http://training.gov.au/Training/Details/SHB30315>

SHB30115 Certificate III in Beauty Services

This course is designed to develop skills and knowledge so that you can provide a range of beauty services which includes: make-up, waxing, nail technology, lash and brow treatments, interacting with customers, selling retail skin care and other cosmetic products.

Website: [5http://training.gov.au/Training/Details/SHB30110](http://training.gov.au/Training/Details/SHB30110)

SHB40115 Certificate IV in Beauty Therapy

This course is designed to develop skills and knowledge so that you can provide a specialist range of beauty services which includes; body massages, facial treatments, lash and brow treatments, nail technology, make-up, waxing, providing advice, selling retail skin care, other cosmetic products and supervisory skills.

Website: <http://training.gov.au/Training/Details/SHB40115>

SHB50115 Diploma of Beauty Therapy

This course is designed to develop skills and knowledge so that you can provide a wider range of beauty services which includes; body massage, aromatherapy, advanced facial treatments, spa treatments, lash and brow treatments, nail technology, make-up, waxing and providing advice, selling retail skin care and other cosmetic products and management skills. The focus is to train you to be a beauty practitioner who is responsible for managing a salon.

Website: <http://training.gov.au/Training/Details/SHB50115>

SHB30416 Certificate III in Hairdressing

This course is designed to develop skills and knowledge so that you can provide a range of range of hairdressing services including client consultation and advice, hair and scalp treatments, haircutting, hair design, colour and lightening and chemical reformation services. This includes knowledge of communication and retail skills.

Website: <http://training.gov.au/Training/Details/SHB30416>

SHB40216 Certificate IV in Hairdressing

This course is designed to develop skills and knowledge so that you can provide specialist services including; creative haircuts, hair extensions, long hair style ups, long hair designs, creative colouring and leadership skills.

Website: <http://training.gov.au/Training/Details/SHB40216>

SFL20115 Certificate II in Floristry (Assistant)

This course is designed for individuals who possess a defined and limited range of basic floristry technical. Skills. They are involved in mainly routine and repetitive tasks using limited practical skills and basic floristry operational knowledge.

Website: <http://training.gov.au/Training/Details/SFL20115>

ICT10115 Certificate I in information, Digital Media & Technology

This qualification reflects the role of a basic operator in the information technology and/or digital media industries who applies a broad range of competencies in a varied work context, using some discretion and judgement and relevant theoretical knowledge.

Possible job titles relevant to this qualification include:

- help desk officer
- help desk assistant
- ICT operations support
- ICT user support
- PC support technical support

Website: <http://training.gov.au/Training/Details/ICT10115>

ICT20115 Certificate II in information, Digital Media & Technology

This entry level qualification provides the foundation skills and knowledge to use information and communication technology in any industry. It provide basic digital literacy skills to support a wide range of varying industry occupations under the information communication technology Training Package.

Website: <http://training.gov.au/Training/Details/ICT20115>

Course brochures and course outlines are available at the Student Administration Office and college website

SELECTION AND ENROLMENT

The College requires that you apply and enrol directly with the Institute. The Campus Manager will conduct a pre-training review with you which will answer any questions you might have about the course you want to enrol in, confirm the fees and charges for the course, identify if you need any language, literacy or numeracy support, confirm if there are any other services that you might need to access and give you the opportunity to go through your student agreement.

To apply to enrol in a course, you must complete an enrolment form and all enrolment forms are processed at our Student Administration Office located at 15 Sun Crescent Sunshine. The College's Campus Manager is responsible for the enrolment process.

If you are applying for a course that has entry requirements you will also need to provide the necessary documentary evidence (as indicated in the course brochure) such as verified copies of qualifications, identification or work experience.

You will also need to provide documentary evidence if you are applying for Recognition, Credit Transfer as well as Recognition of Prior Learning. See the section in this Student Handbook on Recognition and Credit Transfer, as well as Recognition of Prior Learning.

On approval of your application, you will be sent an agreement that sets out the terms and conditions of your enrolment and all the details of the course that you have enrolled in, as well as a tax invoice with the amounts and timing for payments. You will need to sign and return the agreement so that your enrolment is confirmed.

FEES AND CHARGES

You can find up to date fees and charges in our course information brochure.

LAF College Tuition fee for each course is affordable by using the Payment plan service, where you can pay your fees as you keep studying. The list of fees is listed in the website and the course information flyers.

Materials fee

If you are enrolled in a Hairdressing, Beauty or Floristry qualifications then you will need to purchase a equipment kit.

The Campus Manager has a copy of this list and it is also included in your student pack. You can pay the materials fee and the College will provide you with all the training materials you need.

If you are enrolled in an EAL course (English as an additional language) then you do not need to pay a materials fee.

Fees and charges will be shown in the agreement and in the tax invoice that you receive on enrolment. You can pay your fees by cheque, money order, credit card, direct debit and direct bank transfer.

Any optional text books or materials that may be recommended but are not required for completion of the course are not included in the tuition fees.

Tuition fees also include up to 3 attempts at assessment per unit. However, if after these attempts you have not passed, you will either be issued with a Statement of Attainment for the parts of the course that you have passed or to gain the full qualification, you will be required to re-sit the part of the course that the assessment relates to and pay a re-sit fee.

Depending on the course you have enrolled in, your fees will be charged in instalments. You must pay your fees within 14 days of receiving your invoice, unless you have contacted LAF College of Vocational Education to make other arrangements. It is important that you pay your fees on time to maintain your enrolment. If you are having difficulty with keeping up with payments, you must contact the Campus Manager on 03 9311 1586

LAF College of Vocational Education has a range of additional charges including:

- Fee for replacement testamurs \$45
- Re-sit fees \$80

REFUNDS

Our refund policy is included in the agreement that you are required to sign to indicate acceptance of the offer of enrolment and all the terms and conditions specified.

The refund policy in the agreement sets out the circumstances in which you can apply for a refund as follows.

For fee for service enrolments:

- If you formally withdraw before the course commencement date you may apply for a full refund minus an administration fee of \$55
- If you formally withdraw within 4 weeks of the course commencement, you may apply for a refund minus the enrolment fees of any delivered hours and an administration fee of \$55
- If you formally withdraw after 4 weeks of the course commencement date, you may apply for a refund minus the enrolment fees of any delivered hours and an administration fee of \$55

The refund will be paid within 14 days from the date on which the course ceased or the College may offer the student enrolment in an alternative course at no extra cost. The student has the right to choose whether he or she would prefer a full refund of course fees, or to accept a place in another course.

Any request for refunds must be made in writing by completing the Refund Application Form to be returned to the Campus Manager. Students should state their reasons for requesting a refund and attach any relevant documentary evidence such as a medical certificate.

You will be advised of the outcome of your request for a refund in writing within 2 days and all refunds will be paid within 5 days of the advising you of the outcome of your request.

In unforeseen circumstances where LAF College of Vocational Education is unable to provide the course or where the numbers of students enrolling are insufficient to run the course, course fees will be refunded in full. Enrolled students will be contacted and will be offered a place in an alternative course or a full refund. Where an enrolled student elects to receive a refund, there is no need to request a refund in writing. A full refund will be made within 5 days of communicating with the enrolled student that the course will not be offered. Students who elect to enrol in another course will have their enrolment automatically transferred and a new agreement and tax invoice will be provided to the student.

RECOGNITION AND CREDIT TRANSFER

Recognition of qualifications and statements of attainment issued by another RTO

Under recognition arrangements, any existing qualifications or statements of attainment that you have from another RTO and that directly match the units in the course you are enrolling in, will result in credit towards your course, saving you both time and money. All you need to do is to indicate on your enrolment form that you wish to apply for course credit and provide a certified copy of your qualification including a record of results or your statement of attainment. There is no charge for this service.

Credit transfer

You can also receive course credit for credit transfer which will be awarded for qualifications or statements of attainment that include unit/s that are not a direct match but align with the content from the units within the course that you are applying for. For example, some qualifications or statements of attainment may contain units that are from an older version of a Training Package but the content is considered equivalent. Students should indicate on the enrolment form that they are seeking course credit and provide certified copies of qualifications, including a record of results or a statement of attainment. There is also no charge for credit transfer.

RECOGNITION OF PRIOR LEARNING

Recognition of Prior Learning (RPL) means that you can get course credit for the skills and knowledge that you have gained through your work and life experience, as well as training that you have completed that is outside formal training arrangements.

LAF College of Vocational Education has a process that has been structured to minimise the time and cost to applicants and provides a supportive approach to students wishing to take up this option. You should ideally apply for RPL at the time of enrolment but you may also apply up to 2 weeks into your course.

If you choose to apply for RPL, you will be provided with a kit that will assist you in deciding whether you want to apply for RPL and that helps you to collect all of the evidence you will need to provide in order for us to assess your application. A trainer/assessor will also be available to assist you. Fees are applicable for recognition of prior learning and you will be advised of these fees on contacting us about an application for RPL.

For more information about submitting an application for RPL, contact us at 03 9311 1586 or speak to our Campus Manager at the Student Administration Office.

YOUR COURSE AND ASSESSMENT

The training and assessment offered by LAF College of Vocational Education focuses on providing you with knowledge and skills required to the standard of performance required in the workplace. This is known as competency based training and assessment. Each of the components of your course is a “unit of competency”. You may either be studying one or a few units of competency or a set of units that make up a total qualification. Each unit of competency is linked to specific skills and knowledge required in the workplace such as communication or health and safety or qualification specific skills. For example if you are enrolled in Certificate III in Hairdressing you will learn how to cut hair, colour hair and style hair.

Our course information brochures include the details of how we deliver the training to you, for example, classroom based training, as well as the assessment methods that will be used to assess whether you have reached the required standard of performance. Assessment methods vary depending on the course and they are included in your course outline.

Assessment

At the beginning of your course, your trainer/assessor will discuss the assessments that you are required to pass, as well as the timing of the assessments throughout your course, including when assessment will be provided to you and dates for submission in the case of written assignments or projects. You will also be informed of the criteria against which you will be assessed.

Detailed student instructions are provided with each assessment and your assessor can also assist you with any questions you have in relation to completing your assessments.

Your assessment will be assessed as either Competent (C) or Not Yet Competent (NYC) and you will need to pass all assessments in a unit to achieve an overall outcome of Competent. If you are found not competent for one or more of your assessments, you can have 3 further attempts to complete the assessment and pass. However, if you are still not assessed as competent, you will need to redo the unit that you have not passed. This will incur a fee as identified in the fees and charges information. If you do not agree with the assessment decision, you can lodge an assessment appeal as described below.

Reasonable adjustment in assessment

Some students may need modifications to assessments such as – this is called reasonable adjustment.

Reasonable adjustment can involve:

- Making training resources and methods accessible e.g. providing learner workbooks in an audio format.
- Adapting physical facilities, environment and/or equipment e.g. setting up hearing loops.
- Making changes to the assessment arrangements e.g. more time allowed for assessments.
- Making changes to the way evidence for assessment is gathered e.g. written questions asked orally

Appealing assessment decisions

If you are not satisfied with the decision made on your assessment, you can appeal the assessment decision. Formal assessment appeals should be in writing and made attention to the Campus Manager. Include as much information as you can about your reasons for being unsatisfied with the assessment decision and if possible, let us know how you would like the matter resolved. We will get back to within 5 days of receipt of your assessment appeal and attempt to resolve the matter within 20 days. When we receive your appeal, we may contact you for further information and we may ask you to attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Where a review of your appeal identifies that the assessment decision was unfair or incorrect, we will organise for another qualified trainer/assessor to remark your assessment. You will be advised of the outcome of the remark within 20 days.

Where a review of your appeal supports the original assessment decision, you will be advised of this including the reasons for the decision. If you are still not happy with the decision, you may make a complaint to the Australian Skills Quality Authority (ASQA). Details of how to make a complaint can be found at <http://www.asqa.gov.au/about-vet/student-information/student-information.html>

STUDENT PLAGIARISM, CHEATING AND COLLUSION

LAF College has a no tolerance policy for plagiarism, cheating and collusion. Students are expected to act with integrity at all times and only submit work that is their own or that has been appropriately referenced and includes acknowledgements of all texts and resource materials utilised in the development of the work.

When you submit your assessments, you will be required to sign a declaration that the work provided is your own and that you have not cheated or plagiarised the work or colluded with any other student/s.

Where a student is suspected of plagiarising, cheating or colluding, the College will take the necessary steps to detect if plagiarism, cheating or colluding has occurred by comparing work with electronic reference materials, internet resources and the work of other students, using electronic plagiarism detection software, comparing work against various academic databases and referring to our plagiarism register or any other appropriate method.

If you are found to have plagiarised, cheated or colluded, you will be given an opportunity to respond to the allegations. If you are found to have plagiarised, cheated or colluded, we will be required to take disciplinary action which is likely to require you to re-sit the assessment.

SUPPORT SERVICES

We are committed to ensuring that you get all the support you need to be successful in your studies. You may not have studied for a while and or you might need help with study skills. You may also need assistance with skills such as reading, writing and maths.

The enrolment form you complete will help us to identify any support you need and depending on the course you are enrolling in, you may also be required to complete a test that assesses your language, literacy and numeracy skills. Based on the information you provide in your enrolment and/or the results of your language, literacy and numeracy test, we will contact you to discuss your support needs.

Your support needs can also be discussed during the induction to your course.

Services that we can offer to you include:

- One to one support from our trainers/assessors including providing you with their phone and email contact details
- Classes to assist with study skills.
- Study groups where you can work with your fellow students including bi-lingual (Vietnamese) small group workshops.
- Referral to relevant external services including specialist support services for students with disability.
- Bi-lingual (Vietnamese) work placement mentor

Contact us at 03 9311 1586 or speak to our Campus Manager to discuss your support needs.

YOUR FEEDBACK

Your feedback is important to us and assists in ensuring that our services meet your needs. Please help us by completing the surveys that are provided to you by your trainer/assessor throughout your course.

We also welcome feedback from you at any time by telephone on 03 9311 1586 or email at info@laf.vic.edu.au

COURSE INDUCTION

On the first day of your course, you will be provided with an introduction to your course (course induction). The induction will provide you with specific details about your course study requirements, important dates and an opportunity to meet our staff and the other students in your course.

The induction will also provide you with important information about health and safety including emergency evacuation procedures and incident reporting (see section in this handbook on health and safety), as well as a range of other important matters relating to your rights and responsibilities as a student. These are covered in the section on Legislation in this Handbook.

The induction also provides an opportunity for you to ask questions and to discuss your support needs or to arrange a private appointment to discuss these needs.

General housekeeping arrangements are also discussed as stated in the section below.

STUDENT CONDUCT AND GENERAL HOUSEKEEPING

As a student with the College we expect a certain standard of behaviour from you that includes:

- Being committed and motivated with regard to your learning
- Demonstrating a positive attitude to learning
- Contribute positively to discussions and activities in the classroom
- Ensuring you ask questions where you are unsure
- Treating others with fairness and respect
- Punctuality – arriving at training and returning from breaks on time.

Our housekeeping rules include:

- No eating during classroom time, you may drink water only. There are designated areas for eating and drinking.
- Switching off your mobile during training time.
- Leaving the training room neat and tidy – pick up any rubbish and put your chair back in place.
- You must not be under the influence of alcohol or drugs.
- No smoking on the premises.
- If you are unable to attend, telephone us to let us know that you will be absent.
- Ensure you are quiet in designated study areas.

If you do not follow the above conduct requirements and housekeeping rules, you may be subject to disciplinary action such as suspension or a requirement to follow a disciplinary action plan.

LEGISLATION AND YOU

As a student, you have both rights and responsibilities under applicable legislation.

Workplace Health and Safety

Under the Workplace Health and Safety Act 2011, the College must provide a safe environment for both staff and students, as well as providing information to staff and students in relation to health and safety and welfare. The College has policies and procedures in place to ensure your safety and on commencement of your course you will be provided with information about health and safety.

As a student you also have a responsibility to follow instructions and rules and to behave in ways that are safe and do not endanger the health and safety of others. Always ensure that you:

- Immediately report hazards to your trainer/assessor.
- Seek assistance from a member of staff if you become ill or injured on campus.
- Only assist another person who is ill or injured if it is safe to do so. If you're not sure, call on a member of staff for assistance.
- Complete an incident report as required.
- Ensure you are familiar with the College's emergency evacuation procedures and in the case of an emergency, follow the instructions given to you.
- Do not leave bags or personal belongings lying around where someone else could trip over them.
- Do not smoke or drink alcohol on the premises.
- Observe basic hygiene practices such as hand washing before handling and eating food and leaving toilets and wash basins clean and tidy, etc).

Harassment, victimisation or bullying

The College is committed to providing all people with an environment free from all forms of harassment, victimisation and bullying. The College will not tolerate any behavior that harms, intimidates, threatens, victimises, offends, degrades or humiliates another person.

Anti-discrimination law defines harassment as any form of behaviour that you do not want, that offends, humiliates or intimidates you and that creates a hostile environment. Examples of harassment are making fun of someone, spreading rumours, offensive jokes, ignoring someone, etc.

Victimisation is where a person is treated unfairly because they have made a discrimination complaint.

Bullying is verbal, physical, social or psychological abuse by a staff member or student. Bullying falls under health and safety legislation.

If you at any time feel that you are being harassed, victimised or bullied by a staff member or student, you should follow these steps.

If you feel that you are being harassed, victimised or bullied, ideally you should tell the person that you don't like the behaviour and ask them to stop. However, if you are not comfortable doing this, you should lodge a complaint as per the College Complaints and Appeals procedure and detailed in this Handbook.

Equal opportunity

The principles and practices adopted by the College aim to ensure, that current and prospective students, clients and other stakeholders are treated fairly and equitably in their dealings with the College.

All people will be treated courteously and expeditiously throughout the process of enquiry, selection and enrolment and throughout their participation in a course.

The College provides equity in access to the level of training and support required by each student. All students are supported in a manner that enables them to achieve their full potential and success in their training outcomes. All students are provided with opportunities to develop and successfully gain skills, knowledge and experience through education and training.

ASQA NVR Standards for Registered Training Organisation (SRTTO) 2015

As a student in Australia's vocational education and training (VET) sector, you should expect high-quality training in your area of interest, leading to a qualification that improves your prospects of gaining the job you want or provides a pathway to further study.

As a Registered Training Organisation registered with the Australian Skills Quality Authority, we are required to comply with the National VET Regulator Act 2015. This involves meeting a series of Standards that ensure that the training and assessment and support services are provided to you in accordance with nationally mandated standards.

Privacy Act

In collecting your personal information the College will comply with the requirements set out in the Privacy Act 1988, the Privacy Amendment (Private Sector) Act 2001 and the VIC Privacy and Personal Information Protection Act 1998.

This means that we will:

- Inform you of the purpose for which the information is collected.
- Only use the personal information that you provide to us in relation to your study with us.
- Ensure your personal information is securely handled and stored.
- We will inform you of any organisation and the type of organisation to which we disclose personal information e.g. the Australian Government or the National Centre for Vocational Education Research, as well as the purpose of disclosing this information e.g. for Student statistical Report purposes..
- We will not disclose your personal information to another person or organisation unless:
 - We have made you aware that information of that kind is usually passed to that person or organisation.
 - You have given written consent;
 - We believe that the disclosure is necessary to prevent or lessen a serious and imminent threat to your life or health or that of another person;
 - The disclosure is required or authorised by or under law; or
 - The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

ACCESS TO YOUR RECORDS

You may access or obtain a copy of the records that the College holds about you at any time. This includes personal information and records of participation and progress.

If you want to access or obtain a copy of records, you must make a request in writing to the Campus Manager using the Access to Records Request Form. There is no charge to access your records.

Within 10 days of receiving a request, you will be advised that they you may either access the records in person or that the requested records will be sent to your home address.

Where access is provided to review the contents of a file, photo ID will be required to ensure that the person viewing the file is the student. Access will occur in the presence of anthe College staff member. Where copies of records are to be provided via post, records will only be sent to the home address the RTO holds on file for the student.

A student may request a Record of Results at any time via email or phone without using the Access to Records Request Form.

Access to records may be provided by:

- making copies of documents held in a file;
- giving access to the student to review their file;
- providing a copy of an up-to-date Statement of Attainment; or
- other means necessary to grant access to current and up-to-date records.

Amendment to records

If a student considers the information that the College holds about them to be incorrect, incomplete, out of date or misleading, they can request that the information be amended.

Where a record is found to be inaccurate, a correction will be made. Where a student requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record.

COMPLAINTS AND APPEALS

The following information applies to complaints and appeals about decisions that are not related to assessment outcomes. For information about how to make an appeal against an assessment decision, see the section in this Handbook under Assessment.

If you are not happy with any aspect of the service provided to you by us, you are entitled to submit a complaint according to the steps outlined below.

Wherever possible, we encourage you to resolve concerns or difficulties directly with the person(s) concerned to deal with the issue before it becomes a formal complaint. The College's Campus Manager and other staff members are available to assist students to resolve their issues at this level.

Where you are uncomfortable with dealing directly with the person concerned or you are unable to resolve concerns or difficulties after discussing these directly with the person involved, a formal complaint should be made in writing to the Campus Manager. Try and include as much information as possible about your complaint including any suggestions that you have for resolving the issue.

Your complaint will be acknowledged within 5 days of receipt of your complaint and resolved within 20 days or as soon as practicable although in some cases, particularly if the matter is complex, the resolution may take longer. We may also contact you to seek further information and also to request that you attend a face to face meeting. You are welcome to bring another person with you to this meeting for support.

Following a review of all the information received in relation to the complaint, the Campus Manager will decide on the appropriate actions to be taken. This decision will be communicated to the complainant in writing and include the recommendations and reasons for the decision. The letter will also advise the complainant of their right to access an internal appeals procedure if they are unsatisfied with the outcome of the complaint.

The internal appeals procedure is where the matter is referred to a senior member of staff and/or a committee. The original complaint and decision will be reviewed. Following the review, a decision will be made and communicated to the appellant. The letter indicating the decision will include the reasons for the decision and any actions to be taken.

If after the internal appeal, you are still not happy with the decision, you may make a complaint to the Australian Skills Quality Authority (ASQA). Details of how to make a complaint can be found at <http://www.asqa.gov.au/about-vet/student-information/student-information.html>

ISSUING OF QUALIFICATIONS AND STATEMENTS OF ATTAINMENT

On completion of your course and payment of final course fees, we will issue you with a qualification or statement of attainment within twenty-one (21) days. Qualifications will be accompanied by a record of results showing the units of competency achieved in the course. A record of results will only be provided with a statement of attainment where requested.

The College reserves the right to with-hold the issuance of qualifications until all fees related to the course the qualification relates to have been paid, except where the College is not permitted to do so by law.

Re-Issuing Statements and Qualifications

Records of qualifications and statements of unit achievement are kept on record for a period of at least thirty (30) years. Students can request copies of any of these statements or qualifications at any time for an additional charge. Refer to the current Fees, Charges and Refund Policy for the current fee.

WITHDRAWAL AND CANCELLATION

If you wish to withdraw or cancel at any time from the course, you are required to speak with the Campus Manager and discuss about the reason for withdrawal. Further fill out the withdrawal form and submit to the reception. It would take four working days to withdraw you from the course during the review of Your Withdrawal application, the Campus Manager would check, if you have any pending unit's assessment to be completed or fees due. Accordingly, The Campus Manager would advise for further steps. If you are not due with any fees of unit's assessments for the current month, your withdrawal would be accepted within four working days.

CANCELLATION INITIATED BY LAF COLLEGE OF VOCATIONAL EDUCATION


There can be circumstances where LAF College of Vocational Education may initiate a cancellation for certain reasons which may include:

- a. Due to non-Payment
- b. Due to poor academic course progress
- c. Due to regulatory restrictions

In all the above cases you would be simply notified about your cancellation via email or postal letter. However. For the third case, i.e. Due to Regulatory restrictions, it means, circumstances may include:

- Any changes to registration status
- If LAF becomes subject to insolvency
- If a decision is made regarding restructuring of business or change in ownership

In such circumstances, LAF College of Vocational Education will ensure to provide you with an alternate RTO to continue your studies or may refer to ASQA for supporting you to find an RTO for continuing your studies.



LAF COLLEGE WISHES YOU ALL THE BEST AND ONCE AGAIN WELCOMES YOU TO OUR COLLEGE. I AM SURE YOU WOULD HAVE A REAL LEARNING TIME AND EXPERIENCE. WE WILL STRIVE OUR BEST TO PROVIDE YOU WITH ALL SUPPORT SERVICES.