

Line Management Institute of Training



Student Handbook

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Congratulations on your decision to Advance your Career with Line Management Institute of Training!

We would like to welcome you to Line Management Institute of Training and provide some information that will help you get the most out of your training. This handbook will explain how we operate and what to expect during your training with us.

Providing high quality training and assessment to our students is very important to us. We are also serious about maintaining a high level of compliance as part of our RTO obligations.

For this reason we urge you to take the time to read this document.

1. Our company

Line Management Institute of Training was established in 1998 as a Registered Training Organisation (RTO 31966). We have delivered training to hundreds of individuals and corporate clients for over a decade.

LMIT is a member of the Australian Council for Private Education and Training (ACPET) which is the largest body representing the Vocational Education and Training (VET) sector. This guarantees that we are up to date with important changes in Government Training Policies.

We have robust policies and procedures, adhering to the Australian Quality Training Framework standards 2010. External and internal audits ensure continuous compliance to essential conditions and standards.

Our qualifications are Nationally Recognised, which means that the training we deliver and the qualifications we issue are recognised by vocational related industries, across all states and territories of Australia. This means that even if you change jobs, industries or even states, your Qualification will be valid.

LMIT strives to make sure that our courses contain the most current industry related information. We are continually improving our programs based on feedback collected from students, management, trainers, assessors and through industry consultation.

2. Our Staff

Our trainers and assessors hold relevant Nationally Recognised Qualifications. Continual Professional Development is maintained to ensure that they are up to date with industry practices and development. Training and assessment is delivered by our trainers and assessors who:

- Have the necessary training and assessment competencies as determined by the National Quality Council or its successors, and
- Have the relevant vocational competencies to all the courses delivered or assessed, and
- Have the current industry skills directly relevant to the training/assessment being delivered, and
- Continue to develop their Vocational Education and Training (VET) knowledge and skills as well as their industry currency and trainer/assessor competence.

3. Legislation

We at Line Management Institute of Training ensure all relevant Commonwealth and State legislation and requirements are followed.

We comply with all relevant legislation including:

- Vocational Education, Training and Employment Act 2000
- Vocational Education, Training and Employment Regulation 2000
- Privacy Act 1988 (Commonwealth)
- Copyright Act 1968 (Commonwealth)
- Racial Discrimination Act 1975
- Disability Services Act 2006
- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1991
- Workplace Health and Safety Act 1995
- Workplace Health and Safety Regulation 2008
- AQTF 2010 Essential Conditions and Standards.

4. Access and Equity Policy

LMIT ensures that :

- All students have equal access to training.
- We provide an inclusive learning environment.
- We establish the needs of our students, and deliver services to meet these needs.
- We provide support to all students.
- All students will be provided access to training material and facilities necessary to complete their course as is reasonably expected to be provided by an RTO.
- Reasonable adjustment will be made where it is identified as necessary and in accordance with the Disability Standards for Education 2005.
- Before students enrol or enter into an agreement, we inform them about the training, assessment and support services to be provided, and about their rights and obligations.
- Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.
- Learners have timely access to current and accurate records of their participation and progress.
- We provide appropriate mechanisms and services for learners to have complaints and appeals addressed efficiently and effectively (discussed under **Assessment Appeals in your Student Handbook**).

5. Refund Policy

Students may be entitled to a refund in the following circumstances:

The course in which you are enrolled is cancelled by LMIT, The Manager is of the opinion that the student will be unreasonably disadvantaged if they were not granted a refund, for example, if they meet with a serious misadventure and they are unable to continue their studies. In this event, they must provide evidence of their circumstances such as a medical certificate. Students who wish to apply for a refund must use the 'Application for Refund' form which can be obtained from studentsupport@linemanagement.com.au.

Students will not be entitled to a refund for the following reasons: they change jobs, their work hours change, they do not complete the required assessment activities, they do not complete the course within twelve (12) months, they fail to attend a scheduled class, they move residences or they change their mind.

Non– Refundable Fees: A non-refundable administration fee of \$350 applies if a student has paid enrolment fees in full, upfront. A non—refundable deposit will be required for all students who elect the payment plan option. This deposit depends on course specific payment plans.

If a refund is approved, the amount of refund will be determined by the following formula:

Upfront Payment: (Total Course Fee—Administration Fee) - (number of months enrolled ÷ 12 as a percentage) For example: a student who paid up front with a course fee of \$1900, was enrolled for seven (7) months and a refund was approved, the student would receive the following:

Refund = (\$1900—\$350) - (7 ÷ 12 as a percentage) , so it will be calculated as \$1550 - 58% = \$651 - refund.

Payment Plan: (Total Course Fee—Deposit Amount) - (number of months enrolled ÷ 12 as a percentage)— Any Remaining Payments.

If remaining payments exceed the refund amount, the student will not be entitled to any payment.

For example: a student who elected the payment plan option with a course fee of \$2500, was enrolled for ten (10) months, had two (2) payments of \$187.50 outstanding (total \$375), this is the calculation used to determine whether a refund would be due or not:

Refund = (\$2500 - \$625) - (10 ÷ 12 as a percentage) \$318.75 - \$375 (Outstanding payments) = \$(56.25) - no refund due

For example: a student who elected the payment plan option with a course fee of \$3500, was enrolled for five (5) months, had five (5) payments of \$262.50 outstanding (total \$1312.50) and a refund was approved, the student would receive the following:

Refund = (\$3500 - \$875) - (5 ÷ 12 as a percentage) \$1522.50 - \$1312.50 (Outstanding payments) = \$210 - refund due

By signing the enrolment form application the student is agreeing to pay for the full amount of the course. If students fail to make a payment and do not discuss it with us, the entire balance of the account becomes due immediately. Qualifications, including Statements of Attainment will not be issued to students who have not made full payment for their course.

Change of Contact Details: Please advise LMIT of any changes to your contact or payment details. We send all correspondence and your qualification to the address provided. It is your responsibility to keep us updated.

Course Commencement: Once your registration form has been accepted and your payment processed, you will receive an email from LMIT with information on how to commence your course. It may take up to two (2) business days from the time your payment has been processed to the time you receive an email from us. You will have twelve (12) months to complete your course with LMIT. After this time if you are still requiring additional time, you may apply for an extension. An upfront payment of \$300 for a maximum of three (3) months extension applies to all approved extensions.

6. Duration of the enrolment

Students have twelve (12) months to complete the qualification. If not completed within twelve (12) months, then students may apply for an extension. **A course application extension form** can be obtained from a Course Coordinator. The course coordinator will notify the student of the outcome of the application and the new course end date. An upfront payment of \$300 for a maximum of three (3) months extension applies to all approved extensions. This is non-refundable. This fee may be waived in some circumstances where the Operations Manager deems that a student would be unreasonably disadvantaged, for example, if a student met with a serious misadventure. Applicants applying for fees to be waived must provide evidence to support their application. The authority to waive fees remains with the Manager.

7. Course Suspension Policy

We reserve the right to suspend student's account if a student is on a payment plan and has not made a payment for two (2) months. The account will be reinstated upon receiving of payment.

8. Change of Course Policy

If a student decides to transfer to a different course, please be advised that there is a \$250.00 administrative fee in addition to the course price difference.

9. Recognition of Prior Learning (RPL)/ Credit Transfer (CT) Process

If a student has previously completed training or has course related skills and experience, he or she may be eligible for Recognition of Prior Learning (RPL). We provide RPL guides and documentation to students that explains the entire process.

RPL is the acknowledgement of skills and knowledge obtained through:

- Formal Training: previous courses run by training providers or in-house courses
- Work Experience: on the job experience, including informal training
- Life Experience: community group involvement, family activities, sports, hobbies, leisure activities, unpaid work, organising events, household management and/or travel.

Applications for RPL will be assessed on an individual basis. Each applicant will need to provide the required documentation to demonstrate their competency via their RPL application in accordance with the competency requirements of the relevant qualification for which they are applying for RPL. Students can obtain the RPL application form from a Course Coordinator.

The outcome of the RPL assessment will be emailed to the applicant within twenty-one (21) business days.

10. Assessment Process

All of our assessments are available in electronic format (Word documents). Upon enrolment, students gain access to all course materials (unless otherwise specified by the enrolment coordinator in the welcome email).

Assessment Submission Process:

- Please submit all assessments electronically by uploading your documents directly into 'My Portal.' This includes all work previously submitted and returned by the trainer for resubmission. If submitting a resubmission, please include original assessor's feedback with your resubmission.
- To understand how to use 'My Portal' please visit this link here: www.lmit.edu.au/asi-help and watch the video: 'How to submit an assessment.'

NOTE: ALWAYS KEEP COPIES OF ALL WORK SUBMITTED.

- All of the activities for a unit need to be submitted together in one ZIP folder.
- We aim to provide students with feedback on their submission within ten (10) business days.
- This is a **competency based** course. Students will be marked either as C (Competent) or NYC (Not Yet Competent), in which case students will have the opportunity to resubmit their work until their assessor is satisfied that their assessment meets all the criteria to be marked as competent. The assessor will provide students with clear guidance of what is required to be marked as *Competent*.

PLEASE NOTE: No submission will be accepted unless the following points have been addressed:

- Assessment submission form is signed by the student (a typed signature is acceptable).
- Student name, student ID number, unit code or name of the unit being submitted, are included on the submission form.
- Only assignments submitted in Word or PDF format will be accepted and cannot exceed 4MB (this includes PowerPoint, images and videos). Assessments exceeding this file size requirement, will be returned to students for resubmission.

11. Plagiarism

Plagiarism is the presentation of somebody else's work as your own. This includes copying of somebody else's work without giving credit to the author or submitting somebody else's work as your own.

Plagiarising is not acceptable. A student's enrolment can be suspended if LMIT have reason to believe that the act of plagiarism has been committed.

12. Assessment Appeals and Complaints Process

12.1 Assessment Appeals

Any student can appeal an assessment decision within 28 (twenty eight) days of receiving the assessment results by following the next steps:

Step 1: Discuss the results with assessor

It is recommended that a student discusses the results with the assessor first.

Step 2: Lodge an Assessment Appeal Form

If an agreement is not reached during the discussion stage, the student may appeal by lodging an Assessment Appeal Form within twenty eight (28) days of the discussion date which can be obtained from studentsupport@linemanagement.com.au.

The disputed assessment decision will be reviewed by another accredited assessor (not the original decision maker).

The appellant will be informed in writing of the decision within ten (10) days.

Step 3: External Appeal

If the original decision is upheld, an appellant may apply to have the decision reviewed by an external party within twenty eight (28) days of the appeal form returned to the appellant. LMIT participates in the ACPET External Appeals Program. There is a payment of \$200 required to apply for an external appeal. This may be waived by the Operations Manager at their discretion. The appellant will be informed in writing of the external appeal decision within twenty eight (28) days.

The result of an external appeal is final.

12.2 Complaints Process

Step 1: Discuss the complaint with the course coordinator

It is recommended that a student discusses the results with the course coordinator first. In all circumstances, an attempt must be made to settle the complaint prior to commencing a formal complaint process. All complaints will be regarded as serious matters and handled with discretion, understanding and a high level of professionalism. Confidentiality will be maintained throughout the process.

Step 2: Lodge a Complaint Form

If an agreement is not reached during the discussion stage, the student may lodge a Complaint Form which can be obtained from studentsupport@linemanagement.com.au. The complaint will be reviewed by the Operations Manager who will approve any recommended action and ensure it is enacted.

Student's will be informed in writing of the decision within ten (10) days.

Step 3: External Appeal

Any student may appeal to the State Training Authority or their state Ombudsman if they are not satisfied with the outcome of the complaint investigation. LMIT is obliged to cooperate and comply with any actions resulting from such an investigation.

13. Qualifications

13.1 Certificate

Upon successful completion of a course, LMIT will issue a Nationally Recognised qualification within twenty one (21) business days if all course fees have been paid. LMIT will issue each student with one (1) copy of an AQF approved Certificate and one (1) copy of a Statement of Attainment. Students will be asked to complete the following documents as part of the Certificate issuing process:

- The AQTF learners feedback questionnaire and
- The Confirmation of Details form

13.2 Statement of Attainment

Students who partially complete the course, may request a Statement of Attainment for the unit(s) they completed. This statement will also be issued within twenty one (21) business days from the date of request.

13.3 Replacement of Certificate

If a student requires a re-print of a Certificate or a Statement of Attainment, a replacement can be requested at the cost of \$30.

14. Access to Student Records/Results

Students can access their results straight away by logging into 'My Portal.'

15. Student support

LMIT prides itself by providing support to students in several ways:

15.1 Phone Support

1800 222 140 OR (07) 3257 7015

15.2 Email Support

- For general or technical help: studentsupport@linemanagement.com.au
- For help with a TAA course: taahelp@linemanagement.com.au
- For help with a QA course: qahelp@linemanagement.com.au
- For help with an FLM course: flmhelp@linemanagement.com.au
- For help with an OHS course: ohshelp@linemanagement.com.au
- For help with a PM course: pmhelp@linemanagement.com.au

15.3 Virtual Campus

Interact with trainers and other students through online discussions, or send an email to individual members of a group.

15.4 Online Live Chat

Use our online chat function and interact with trainers instantly.

16. Student Feedback

LMIT value students' opinions and we encourage students to provide feedback, both positive and negative. We listen to student suggestions and use them to assist us with continuous improvement. Students will be asked to complete surveys and unit feedback forms at the end of each on-line unit, as well as on completion of their course. In addition, students are welcome to email us at studentsupport@linemanagement.com.au.

17.1 Online Protocol

By logging into the LMIT online system students accept that they are adhering to the requirements specified by Line Management Institute of Training (LMIT). They include:

17.1.1 User ID's and Passwords

Maintenance of confidentiality - no user ID or password can be discussed with another person or user, either in text format or verbally. This includes emails or any other electronic format.

17.1.2 Online Communication

We encourage students to become involved in the Virtual Campus and interact with trainers and other students. All communication is monitored for inappropriate behaviour.

17.2 Code of conduct

Line Management Institute of Training reserves the right to take appropriate action in case a student:

17.2.1 Submits work for assessment that is not the student's own/original work;

17.2.2 Fails to conduct him/herself in a manner which is respectful towards other students;

17.2.3 Fails to conduct him/herself in a manner which is respectful towards LMIT staff.

The course of action is at the discretion of LMIT and may take the form of (but not be restricted to) cancellation of access to course content and no refund. We endeavour to provide students with a safe and productive online learning environment. If a student observes anyone breaching any of the above requirements please advise LMIT.

Line Management Institute of Training reserves the right to refuse access to any of its courses, whether they are online or face to face, taking into account eligibility criteria for enrolment or breach of requirements for ongoing participation.

18. Language, Literacy and Numeracy (LLN)

LMIT staff will assess student's LLN skills and provide advice on students' options and available support. If students need any support, please contact us or visit the following websites: www.takingthelead.com.au or <http://www.deewr.gov.au/Skills/Programs/LitandNum/WorkplaceEnglishLanguageandLiteracy/Pages/default.aspx>

19. Course Delivery

19.1 Virtual E-Learning Pro (VELP)

VELP is the premium option for studying some of our courses as it combines self-paced learning with live virtual classes. VELP is designed to help students to get through their course in a realistic time frame. The course is designed to follow a study schedule and assessments have due dates to ensure students keep on track and complete their qualification. Students have a timeframe of 12 months to complete their course.

As VELP is a premium delivery option, logins to gain access to the virtual classrooms are emailed directly to the student one (1) week before the scheduled virtual class. Access to course materials is given to students upon enrolment.

VELP is currently available to OHS and Training and Assessment students only.

19.2 Self-paced Learning

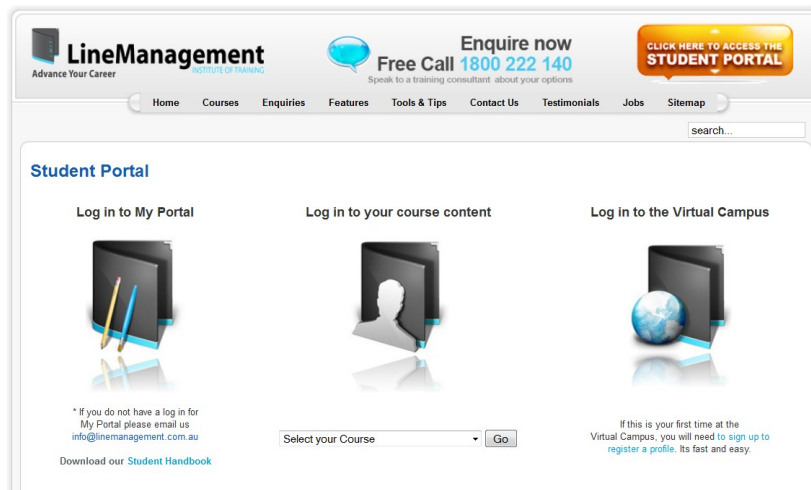
Self-paced learning allows students to complete their qualification at their own pace. It is entirely up to the student how fast they move through the content and assignments. Students will have a timeframe of 12 months to complete their course. Access to course materials is given to students upon enrolment.

20. Student Portal

The LMIT Student Portal is the student gateway to access all of our platforms. On this page you will be able to access **My Portal**, **Course Content** and the **Virtual Campus**.

To access the LMIT Online Student Portal please visit: www.lmit.edu.au/student-portal

This will take you to the following page:



20.1 My Portal

You can Login to 'My Portal' to check for messages, results and your course progress. Also here you can update your details and most importantly, **this is where you upload your assignments and forms directly to your assessor** for marking. To understand how to use 'My Portal' please click on the link below and watch the instructional videos: www.lmit.edu.au/asi-help

There are videos that show you how to:

1. Read a new message
2. Send a message to your trainer
3. Open documents
4. Check your results
5. Submit an assessment

Login details to access 'My Portal' are given to student's in their **'Welcome email.'** If students can not Log in, please email studentsupport@linemanagement.com.au.

20.2 Course Content

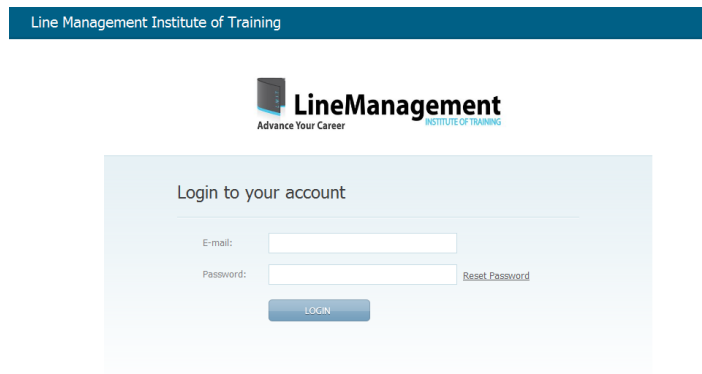
This is where you can access your course content and assessments. Login details to access 'Course Content' are given to student's in their **'Welcome email.'**

PLEASE NOTE: OHS students are emailed links to the course content and assessments directly by their OHS Course Coordinator. If you are enrolled in **Business Administration** go to **20.2.2.**

20.2.1 To access online course materials for TAE, QA, PM and FLM courses follow these steps:

1. We recommend the use of Mozilla Firefox as some features may not work with Internet Explorer.
2. Visit www.lmit.edu.au/student-portal
3. Go to **'Log in to your Course Content,'** select your course from the drop down menu and click **'Go.'**

This will take you to the following page:



4. Enter Username and Password (provided in initial **'Welcome email'**).
5. View the **'Welcome to LMIT'** unit first.
6. Click on the relevant Unit code to access the Learner's Guide for a specific unit.
7. Click **'Launch Content.'**
8. Click on **'Attachments'** in the **top** right hand corner of your screen- you can download all the assessment workbooks from this link.

If students can not Log in, please email studentsupport@linemanagement.com.au.

20.2.2 To access online course materials for Business Administration follow these steps:

1. Visit www.lmit.edu.au/student-portal
2. Go to **'Log in to your Course Content,'** select **'Business Administration'** from the drop down menu and click **'Go.'**

This will take you to the following page:



3. Enter Username and Password.
4. Here you can access your course material via **'Learning Material,'** your assessments via **'Assessment workbooks,'** and you can access **'My Portal'** here too plus much more!

If students can not Log in, please email studentsupport@linemanagement.com.au.

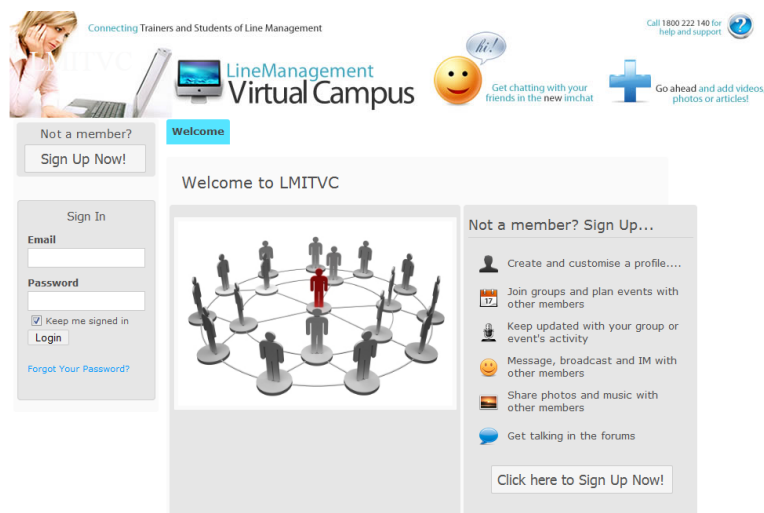
20.3 Virtual Campus

At LMIT Virtual Campus, students can interact with their trainers and fellow students. Students can post course related questions and answers in the forums, find answers to questions they may have, keep track of important updates, post videos and keep up to date with industry news, tools and tips related to their course. Sign up to the Virtual Campus and gain the most out of your course.

To sign up with the LMIT Virtual Campus:

1. Please visit the student portal page at this link here: www.lmit.edu.au/student-portal
2. Click **'log in to the Virtual Campus.'**

This will take you to the following page:



3. Click **'Sign Up Now'** and follow the instructions.
4. Set up your username and password.
5. Wait for a confirmation email for approval to join the Virtual Campus. Students will receive confirmation within two (2) business days.

LMIT want to wish you all the best with your studies.

If you would like more information about study skills, please visit this website: www.how-to-study.com

You can 'Like' us on Facebook, to get the latest news, tips and updates about your course, industry related topics and heaps more!

To 'Like' us click this link here: www.facebook.com/pages/Line-Management-Institute-of-Training/173067649421370



Line Management Institute of Training is a leader in career advancement training courses. We specialise in online courses delivered using an innovative platform that keeps students engaged and motivated to complete their studies.

Our students have access to highly experienced, passionate trainers, who are there to guide them through the course and ensure they are successful in their chosen field of study.

Free call 1800 222 140
To speak with a course coordinator

