



# Student Handbook

Version 7



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## Welcome

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Thank you for considering training with LivCor. LivCor is a nationally recognised training organisation registered through the Australian Skills Quality Authority with registration ID: 3586

The purpose of this handbook is to provide you with a quick reference about training programs and processes at LivCor.

## Courses

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Training services provided to students follow the policies and procedures developed to meet the National VET Regulator Act 2011 and the Australian Qualifications Framework. As an RTO, LivCor is responsible for the quality of the training and assessment in accordance with 2015 RTO standards and for the issuance of AQF Statements of Attainment for the units and courses on its scope of registration.

### LivCor Nationally-Recognised Training

- HLTAID009 Provide cardiopulmonary resuscitation
- HLTAID010 Provide basic emergency life support
- HLTAID011 Provide first aid
- HLTAID012 Provide an emergency first aid response in an education and care setting
- HLTAID013 Provide first aid in remote situations
- HLTAID014 Provide advanced first aid
- HLTAID015 Provide advanced resuscitation
- HLTAID016 Manage first aid services and resources
- HLTPAT005 Collect specimens for drugs of abuse testing
- HLTSS00068 Occupational First Aid Skill Set
- 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
- 22578VIC Course in First Aid Management of Anaphylaxis

### Other LivCor Training Programs

LivCor also delivers a range of non-accredited training programs.

The training programs offered include:

- Heart Health programs
- Mental Health workshops

These courses have been developed to address health and safety needs in the workplace and in the community.

## The AQF

The Australian Qualifications Framework (AQF) is the national policy for regulated qualifications in Australian education and training. It incorporates the qualifications from each education and training sector into a single comprehensive national qualifications framework.

Benefits for students:

- The AQF encourages lifelong learning and assists students to plan their careers and learning at whatever stage they are within their lives and wherever they live
- AQF qualifications allow students to start at the level that suits them and then build up their qualifications as their needs and interests develop and change over time
- The AQF supports national standards in education and training
- AQF qualifications are recognised across Australia
- The AQF ensures understanding of what each qualification name and level means
- The registers of registered education and training providers and accredited courses provide assurance that courses and providers are approved by government

## Accredited programs

Accredited programs are competency-based which means that training and assessment or recognition of current skills and knowledge focuses on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

The specific skill and knowledge requirements for a particular workplace application are set out in Units of Competency and these can be grouped together to make up a skill set or a nationally-recognised qualification. Nationally-recognised qualifications are set out in Training Packages and these can be viewed at [training.gov.au](http://training.gov.au).

Each qualification includes foundation skills that may be defined as a combination of:

- English language, literacy and numeracy (LLN) – listening, speaking, reading, writing, digital literacy and use of mathematical ideas; and
- employability skills, such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces.

It is important to note that the rules and requirements of a Unit of Competency and a qualification are applied to any student regardless of where they are, or the mode of training delivery provided. You could be a full time student in a classroom or the workplace or you could be applying for recognition of the skills and knowledge currently held.

Each Unit of Competency is made up of the following:

- performance criteria
- elements
- foundation skills
- performance evidence
- knowledge evidence
- assessment conditions

To be deemed 'Competent' in any Unit of Competency you must be able to provide evidence of the required skills and knowledge to complete work tasks in a range of situations and environments, including simulated applications over a period of time.

Evidence is the material proof that you have performed the specified competency or task to the required standard over a period of time. Your evidence requirements will be determined by the Unit of Competency, industry expectations and Government regulations. Evidence can take many forms and you will be required to present more than just one piece of evidence.

Examples of evidence could include:

- specific assessments tasks set by your Assessor
- observation reports
- certificates and awards
- examples of work completed or special projects
- current licenses
- position descriptions and performance reviews
- third party reports
- question responses
- tests.

Your evidence must also demonstrate:

- that you can do the job or task to the required standard
- understand why the job should be done in a particular way
- handle unexpected issues or problems
- work with others in a team
- do more than one thing at a time, e.g. perform the task and be aware of the occupational health and safety requirements
- know the workplace rules and procedures

## Summary of Policies and Procedures

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### Access and Equity

LivCor will adhere to and embrace all equal opportunity and anti-discrimination principles with clients, students, employees and all those involved within our operations. The practice of anti-discrimination ensures that no-one is treated unfavourably because of their personal characteristics.

Any reports of breach of these guidelines will be dealt with seriously and promptly.

At the enrolment stage, you may be asked to complete a Language, Literacy and Numeracy (LLN) task, or asked about any areas in which you may require additional assistance. This is an opportunity for you to discuss your personal needs in a confidential manner in order for your trainer to determine how they may best support you throughout your learning.

For some, this may be an uncomfortable and somewhat confronting discussion; however, our Trainers will use their professional judgement and industry experience to gauge any special requirements you may have; therefore, you should feel comfortable and confident that your situation and/or requests remain private when discussing any special learning requirements with any of our staff.

All participants and LivCor employees are expected to act in a manner that represents a responsible and respectful attitude towards personal behaviour, work commitments, language and applicable legislations such as health and safety, anti-discrimination, workplace harassment, victimisation and bullying.

If acts of an unsuitable nature are commonly practiced or policies and procedures are violated, then training may be suspended or cancelled and employees/contractors duties will be reviewed.

In order for all learners, trainers and clients to maintain a positive experience with our RTO, LivCor has disciplinary procedures in place to ensure consistent standards of behaviour and effective responses to misconduct. In keeping with the educational purposes of LivCor, disciplinary actions, (other than those requiring recommendations for suspension or expulsion), are intended to be used to rectify the situation rather than punish a participant. Therefore, at all times, the expectation of all staff, students and clients is that behaviour is of a respectful, cooperative and professional manner.

### Harassment and Bullying

LivCor will not tolerate any form of harassment, victimisation or bullying at any level and we encourage any participants, staff, clients and visitors to report any such acts being witnessed or experienced to immediately report such behaviour to the RTO Director or Chief Operating Officer. These reports will be investigated and handled in a confidential and professional manner.

Under no circumstances will we allow these types of practice to continue once reported and individuals violating this policy will be dealt with under our disciplinary code of conduct.

### Misconduct

Misconduct by clients, visitors or employees will not be tolerated. Misconduct refers to violence of any kind, theft, misuse or damage to facilities, equipment and training materials, attendance under the influence of alcohol or drugs, including the inappropriate use of legal drugs, bullying and harassment or breaches of policies and procedure relating to the place of work or practical placement. Serious misconduct of this kind will not be tolerated. Our policies relating to these are outlined below.

## Disciplinary Procedure

As an adult learner, you expect the right to be treated with respect and in a professional manner by not only your facilitators but also all those associated with the training you are completing. Therefore, when a participant's behaviour is of a repeated or inappropriate nature, the following disciplinary actions will be imposed by the RTO.

Informal counselling takes place when trainers observe minor infringements by a student.

In the event of serious misconduct, your enrolment may be terminated without warning. If an enrolment has been terminated, any statement of attainment earned at that point in time will be issued.

Instantly terminated enrolments will be at the discretion of the RTO's Director and no correspondence will be entered into; however written documentation will be provided to the individual in question outlining the breach and reason for dismissal.

Note: There is some behaviour that may result in an instant dismissal. This behaviour is defined as "An illegal or criminal act performed in or around the building, workplace or training environment or involving other participants".

## Health, Safety and Wellbeing

Your health, safety and well-being are of paramount importance at all times throughout your learning experience and we will provide a safe, comfortable and healthy environment by striving to:

- protect the health and safety of all staff, participants, visitors and clients at our workplace and any training and assessment venues;
- prevent accidents and ill health caused by working conditions;
- protect participants and staff from any health hazard which may arise out of their work or the conditions in which it is carried out;
- place and maintain participants and staff in an occupational environment designed to satisfy their needs for health, safety and well-being;
- monitor and evaluate WH&S standards on a regular basis;
- encourage discussion of WH&S topics at monthly staff meetings;
- provide reasonable equipment for WH&S within the RTO's operations;
- ensure these and company systems are adequately covered at all staff orientations.

If at any time you feel that your safety, well-being or health is at risk, please speak with your trainer immediately or contact our organisation on 1300 975 889.

## Drugs and Alcohol and Student Support

LivCor is aware of the implications that drug and alcohol abuse have on families, loved ones and children and therefore adopt a zero-tolerance policy in relation to those participating in training and assessment or associated activities within our organisation. Therefore, any participant or employee perceived to be under the influence of these substances whilst undertaking training, assessment or work duties will be subject to disciplinary action. This may include suspension, expulsion, reporting or any other associated penalty. For further details, refer to LivCor's Drugs and Alcohol Policy.

In line with the government commitment to raising awareness of the problems associated with drug and alcohol use and abuse, we aim to increase knowledge about the potential negative consequences of drug use and provide the following information to participants and their families in order to take a pro-active approach to seeking professional advice relating to such exposure. Australian Drug Information Network [www.healthinsite.gov.au](http://www.healthinsite.gov.au) website links to a comprehensive range of websites and information on alcohol and other drugs.

As part of our duty of care provision, we wish to provide you with some specific counselling services that may be of assistance.

Organisation	Purpose	Phone	Website
Lifeline	A national 24-hour phone counselling service there to help you through any problem, no matter how big or small.	13 11 14	<a href="http://lifeline.org.au">lifeline.org.au</a>
Counselling Online	Counselling Online is a service where you can communicate with a professional counsellor about an alcohol or drug related concern, using text-interaction.	n/a	<a href="http://counsellingonline.org.au">counsellingonline.org.au</a>
Beyond Blue	The national depression initiative. Opening our eyes to depression throughout Australia.	1300 224 636	<a href="http://beyondblue.org.au">beyondblue.org.au</a>
Alcohol and Drug Information Services (ADIS)	A confidential, anonymous information, advice and referral service. For information about drugs, including methadone, safer injecting advice, parent advice and detox.	1800 250 015 You will be automatically directed to the ADIS in the state or territory you are calling from.	

For a more complete list of available support services, please go to the student information tab on our website and refer to the 'Student Support Services Directory'. Note this does not cover every available service provider, only key selected ones. Some service providers may charge a fee for their services.

In cases where LivCor Trainers, Assessors, employees or associated personnel are concerned about the safety, welfare and well-being of training participants protected under the Commission for Children and Young People Act 1998, they are obliged to report such cases to the Child protection agency in accordance with legislative requirements:

Child protection helpline                      132 111 (24 hours, 7 days a week)



## Student Rights and Responsibilities

Students undertaking LivCor courses have a right to:

- be treated with fairness and respect;
- be trained in an environment that is supportive and safe, free of discrimination and harassment;
- privacy and security of their personal details, subject to legal requirements;
- be supplied with accurate information regarding the course, their assessments and progress;
- appeal against assessment decisions in accordance with LivCor's Complaints and Appeals Policy;
- be re-assessed if required, in accordance with LivCor's Assessment Policy;
- make a complaint about staff members or processes;
- have any complaint or appeal dealt with promptly and fairly in accordance with LivCor's Complaints and Appeals Policy.

Students undertaking LivCor courses have a responsibility to:

- treat LivCor staff and fellow learners with fairness and respect;
- not disrupt or harass other learners;
- approach the training with due effort and commitment;
- complete all assessment tasks honestly, in keeping with LivCor's Plagiarism and Student Misconduct Policy;
- follow all reasonable instructions by LivCor staff;
- refrain from using drugs or alcohol in a way that could adversely affect their training program, in keeping with LivCor's Drug and Alcohol Policy;
- act in a safe manner at all times and observe safety procedures.

## Plagiarism and Student Misconduct

Plagiarism occurs when a student tries to pass off another person's work as their own. It includes copying from any published or unpublished source without the appropriate acknowledgement. Plagiarism undermines the integrity and fairness of the assessment process. Students are responsible for:

- maintaining honesty and integrity in producing their own work
- protecting their own work and not allowing any other student to copy their work
- understanding the impact of plagiarism and misconduct on their academic performance
- asking Trainers-Assessors for assistance if they are unsure of their obligations

Incidents of general misconduct are those incidents that in the opinion of LivCor management may be dealt with internally and need not involve external law enforcement authorities. Examples include:

- acting in an intimidating or disrespectful manner towards any staff member or student
- impeding the ability of another student to fully participate in the training program
- committing an act or making an omission that may endanger the health and safety of any staff member or student
- making a fraudulent representation with regard to a medical certificate, licence or academic record
- any breach of assessment conditions or any act or omission that seeks to pervert assessment processes including cheating in an examination, test or assessment activity
- any act or omission that disrupts LivCor operations or delivery of services

The LivCor Plagiarism and Student Misconduct Policy allows for a range of penalties from warnings and counselling, to review of the student's enrolment with LivCor, depending on the seriousness of the incident. Where a student commits any kind of assault on a staff member or student, or an act of wilful damage to property, theft or other serious breach of law, the matter will be reported to the police.

## Fees and charges

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LivCor aims to keep fees and charges to a minimum.

LivCor also has a refund policy. An overview of the refund policy for short course training is located below. The full refund policy is located on our website at [livcor.com.au/students](http://livcor.com.au/students).

If you would like to find out more about fees, charges and refund options please contact our office.

## Short-Course Refund Policy Overview

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1. In the event that fees are paid to LivCor prior to the commencement of a course and an individual participant is unable to attend a face-to-face course or practical training day for a blended delivery course, a full refund will be given provided notice is given 5 working days prior to the course commencement.
2. Where a group booking has been made 48 hours notification of a cancellation is required and LivCor reserves the right to charge a cancellation fee of up to \$150 in order to cover administration costs incurred up to that time.
3. LivCor reserves the right to withdraw or withhold certifications or qualifications for training received when a refund is made. However, where a refund is made and a trainee/learner complaint is established as fully justified, LivCor will not withhold certification.
4. In the event that illness or other unforeseen circumstance should prevent an individual participant from completing a course for which full payment has been made to LivCor, the participant will be offered a place in another course free of charge in order to complete the qualification. Otherwise a partial refund (up to 50%) may be given. A doctor's certificate may be requested.
5. If a student fails to attend a face-to-face training program or practical training day in a blended delivery program and no notification has been given, the course fee will not be refunded.

## Enrolling in a Training Program

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To enrol in a training program at LivCor, you will need to contact the LivCor Office on 1300 975 889 who will provide the relevant information flyer for the course chosen and critical student information or you can book in directly via our online booking portal. When LivCor receives your booking, you will be contacted with confirmation details.

Before enrolling, it is vital that you have read and understood all of the critical student information which consists of:

- the selected course in detail;
- any pre-entry requirements;
- details of undertaking a training program;
- fees you will have to pay;
- refund policy;
- complaint and appeal process; and
- assessment appeal process.

Your enrolment application may be completed using a hard-copy form provided immediately prior to commencement of face-to-face training, or online by following an enrolment invitation link.

LivCor is committed to the enrolment of students when the organisation has the capacity to deliver the course for which the student is enrolling and where the student has:

- applied in the prescribed manner
- supplied accurate personal and previous qualification information
- agreed to abide by LivCor's policies, procedures and code of conduct
- paid the prescribed fees

Upon enrolment, a student must advise LivCor of any pre-existing condition or limitation that can impact them while attempting any of the physical aspects of assessment tasks, especially if there is a health risk involved.

Whilst studying with LivCor all of its terms and conditions will apply, including:

- Students can contact LivCor at any time during working hours on 1300 975 889.
- As needed, students have public access to Policy, Procedures and submission forms for student "Complaints and Appeals" that can be submitted to LivCor.
- Students will receive communication as soon as practicable where there are any changes to:
  - › agreed services
  - › ownership
  - › third-party delivery of training and assessment
- Student rights in the event that LivCor closes or ceases to deliver any part of the training product that the student is enrolled in
- Students will be informed of all relevant fee information prior to enrolment, including payment terms and conditions, including deposits and refunds
- The student's rights to obtain a refund for services not provided by LivCor in the event the arrangement is terminated early or have failed to provide the agreed services

For comprehensive details of all critical aspects, ensure that you have read and understood LivCor's Student Handbook and accompanying policies before enrolment.

## Making the most of the training program

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It is very important to make the most of your training opportunity. Please note it is your responsibility to do this. To optimise your learning and successful completion, undertake to:

- attend the workshops and complete all required reading and learning activities;
- prepare well in advance of each workshop;
- be a willing participant;
- work with fellow students;
- respect other people's opinions;
- ensure you have a clear understanding of the assessment requirements;
- take responsibility for the quality of evidence that you submit to the assessor;
- keep track of your progress;
- complete and submit all assessment tasks using clear and concise language;
- contact your trainer if you do not understand the training activity or assessment task.

### Getting Help

At LivCor, your Trainers and Assessors are your best support. If you are in need of some support, please speak to them. The LivCor administration team is also ready to assist where they can.

Your trainer is also there to provide support during training and assessment. If you have any concerns about training and assessment, approach your trainer to discuss this and how they can best support you to be successful.

### Training Pathways

There are many training opportunities available to you and if you would like to find out about these please speak to your Trainer/Assessor.

## Assessment Process

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Assessment is simply a process designed to ensure that a person has achieved all the skills and knowledge requirements of a unit. This is not based on an exam or test (as it would have been at school). Assessment in a competency-based system involves a number of methods, usually in combination. For example:

- observation (an assessor observing performance)
- third party reports (reports from a supervisor or other qualified person verifying a person's abilities)
- questioning (an assessor asking the learner questions in written or oral form to check their knowledge of key aspects of a unit)
- a work-based project (a project undertaken on the job to demonstrate competency in one or more units).

All of these forms of assessment can provide evidence of a learner's knowledge and skills and standard of performance against one or more units of competency. Units can be assessed individually, or in an integrated way as part of a common cluster of related functions.

All assessments must comply with the Principles of Assessment, which are:

<b>Validity</b>	Ensuring evidence is collected in a variety of contexts and on a number of occasions, and that the assessment process and materials assess everything they claim to, and nothing else.
<b>Reliability</b>	Ensuring that the interpretation of evidence and results are consistent.
<b>Flexibility</b>	Ensuring the skills and knowledge can be demonstrated in a variety of ways suitable to the workplace.
<b>Fairness</b>	Ensuring the process does not disadvantage any individuals and the outcomes can be achieved through a range of training delivery strategies. An appeal process and confidentiality need to be provided.

## Types of Evidence

Evidence is information upon which an assessor makes a judgement of competency. A key consideration within the assessment process is determining the sources of evidence that will meet the requirements outlined in each of the units of competency. Evidence must meet the rules of evidence. It must be:

<b>Valid</b>	<ul style="list-style-type: none"> <li>• Address the elements and performance criteria</li> <li>• Reflect the skills, knowledge and context described in the competency standard</li> <li>• Demonstrate the skills and knowledge are applied in real or simulated workplace situations</li> </ul>
<b>Current</b>	<ul style="list-style-type: none"> <li>• Demonstrate the candidate's current skills and knowledge</li> <li>• Comply with current standards</li> </ul>
<b>Sufficient</b>	<ul style="list-style-type: none"> <li>• Demonstrate competence over a period of time</li> <li>• Demonstrate competence that is able to be repeated</li> <li>• Comply with language, literacy and numeracy levels which match – those required by the work task (not beyond)</li> </ul>
<b>Authentic</b>	<ul style="list-style-type: none"> <li>• Be the work of the candidate</li> <li>• Be able to be verified as genuine</li> </ul>

## Knowledge Verification and LLN

On gaining entry to a course, students will be provided with an assessment booklet. Prior to the commencement of face to face training, they will be required to successfully complete a short Knowledge Verification and Language, Literacy and Numeracy (LLN) Quiz.

The Quiz is to verify:

- elearning assessment submitted to LivCor is the student's own work;
- the student understands the course content;
- the student has the required reading, writing and numeracy skills to successfully undertake the course.

Students must achieve a minimum of 80% on this quiz to continue through the course.

Students who are not able to successfully demonstrate their knowledge of the course pre-work content will be asked to rebook their course to an alternative day. A rebooking fee will apply.

For students who have been identified as requiring language, literacy and numeracy support, LivCor will strive to provide reasonable adjustment to support the student's learning wherever possible.

LivCor will provide the student with the following options, in the event, that the assessor has established that a reasonable adjustment cannot be made to assist with the student's language, literacy and numeracy requirements. The student may:

- continue to participate in the course and be issued with Statement of Attendance, and/or
- request a full refund for the course booked, or
- reschedule the course to a later date, and in the interim, arrange to participate in courses to improve their reading/writing/numeracy skills as required to be able to successfully complete their chosen unit.

## Reasonable Adjustment

The concept of 'reasonable adjustment' is important and must be considered. It means that the assessment process may be modified so that individuals are not disadvantaged. For example, a learner with a disability or learning difficulty may require some adjustment to the assessment process.

In accordance with the Disability Standards for Education (2005), education providers are under a positive obligation to make changes to reasonably accommodate the needs of a learner with a disability. Reasonable adjustments can be made as required, as long as competence is not compromised. For example, such a learner could be asked to demonstrate a task rather than being asked to explain it in writing.

The assessment process will be explained by your assessor.

It is expected that all assessment tasks are completed when due. If there are difficult circumstances, please contact your assessor about completing a formal request for extension or support.

## Recognition of Prior Learning (RPL)

You have the opportunity to apply for recognition of prior learning (RPL). This means that you can submit evidence for a Unit(s) of Competency and have it assessed by a qualified Assessor without completing the training.

LivCor believes that no learner should be required to undertake a competency or element of a competency in a qualification for which they are already able to demonstrate satisfactory achievement of the performance outcomes stated in the endorsed training package or nationally recognised course.

LivCor aims to maximise the recognition of a learner's prior skills and knowledge whilst at all times maintaining the integrity and standards of the defined learning outcomes of the specific qualification or course of study.

If you think you have the necessary knowledge and skills to match a Unit(s) of Competency or a qualification at the required standard you need to contact our Course Coordinator on 1300 975 889 who will provide the information you need to complete an RPL.

Any documents that you provide to support your claim of competency must be the originals rather than copies. Your original documents will be photocopied and returned to you. It is also expected that any evidence submitted is your own and if the work of others, formally acknowledged. Regardless of the type of evidence that you submit, Assessors must be confident that the evidence meets the following criteria:

- the requirements of the Unit of Competency;
- any regulatory requirements;
- is your own evidence and can be authenticated;
- that you can perform the competency consistently and reliably;
- is at the standard expected in industry and under the Australian Qualification Framework (AQF);
- is sufficient to make a judgment about the above.

LivCor is committed to ensuring that all judgments made by Assessors against the same competency standards are consistent. Your Assessor will examine the evidence that you present and then make a judgment on that evidence which will be either:

- C which means that you have been deemed competent against that unit of competency;
- NC which means you are not competent against the standards of the unit.

Your assessor will advise you what you can do if you receive a NC for your overall unit result. If you are deemed not yet competent in an initial assessments, you are allowed a second attempt. However, if you are deemed not competent in the second attempt, you will be required to re-enrol. Please talk to your assessor if you have any concerns.

## Complaints (Overview)

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LivCor handles all complaints in a way that:

- is easily understood
- is prompt and courteous
- keeps the complainant informed of what is happening

LivCor applies the principles of natural justice, fairness, fact and accuracy when investigating complaints or concerns in relation to our services. In order for you to remain assured that confidentiality and tact is maintained throughout making and resolving complaints, please ensure you follow the policy outlined below:

A client may make a complaint about LivCor, its trainers or staff members through one of the following procedural methods. The comprehensive Complaints and Appeals Policy and procedure and the applicable forms are located at [livcor.com.au/students](http://livcor.com.au/students).

### Personal Resolution

The client may wish to personally and informally resolve the grievance by informing the person that their behaviour is causing problems and asking them to stop.

### Formal Complaint

A client may complete the Complaint Form (available from our website) to initiate further action. The form will be forwarded to the LivCor Director. The issue will be investigated with all involved parties contacted. An outcome will be reached which satisfies all parties involved.

### Appeal a Complaint Outcome

If you are not satisfied with a complaint outcome, you can submit a written appeal (form is available from our website) to request a review of the complaint. An impartial third-party mediator can be selected and used to help resolve the issue.

## Appeals

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If you wish to appeal any assessment decision while completing your training program, LivCor has a documented process for you to access and follow.

If you would like to find out more, please contact the Course Coordinator on 1300 975 889 or access the relevant information located on our website: [livcor.com.au/students](http://livcor.com.au/students).

If you believe that a Not Competent assessment decision is not justified, you are entitled to appeal this decision. This process applies to assessment appeals by students in relation to academic decisions. Therefore, should you wish to appeal against an assessment decision, you can access the relevant information located on our website: [livcor.com.au/students](http://livcor.com.au/students).



## Continuous Improvement

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At part of our continuous improvement process, LivCor encourages feedback from its staff, clients and students as well as those involved in our business operations. At LivCor we take all feedback received from clients and staff seriously. We understand that to keep up with market demands and remain a leader within our industry it is imperative that we change and continue to develop new and innovative systems.

## Feedback and Support

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Contained within our student assessment booklets we have included feedback forms. We encourage you to complete these. It's an opportunity to voice your praise, concerns or suggestions. This feedback is integral to our business and we value your feedback and ideas. Your feedback may be used for the ongoing amendments made to training materials, programs and training methods and is a confidential method of communication.

We have inclusive education and learning practices and make provision to enable everyone to achieve their best possible learning outcome through:

- everyone being entitled to high-quality education and training programs that provide recognised credentials and clear pathways to employment and lifelong learning, with training outcomes not dependant on factors beyond the learner's control or influence;
- when allocating resources, giving priority to narrowing any gaps in education and training outcomes that might reflect prevailing social inequalities;
- ensuring that the diversity of the population is recognised and valued by inclusive approaches to the development, conduct and evaluation of programs;
- a demonstrated commitment to these equity principles and practices.

Your trainer is available to assist you throughout your learning should you require advice from someone with considerable experience and knowledgeable from within your chosen field. Other client support provided by LivCor includes:

- practical, hands-on experiences throughout training;
- use of graphics to aid presentations;
- allowing audio recordings of sessions;
- providing handouts to students;
- if necessary, referring students to external agencies for assistance;
- flexible learning and assessment procedures, which can be modified to cater for individual needs.

## Surveys

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LivCor will seek feedback from students and trainers about the training being delivered. There are paper-based feedback forms, such as those included at the end of every student assessment booklet, and web forms, such as those linked from the certificate issuance email.

The results of these surveys are used to improve future programs. It is also a requirement of registration that the RTO report a summary of their survey data annually to the regulator and to publish this data.

From time to time you may also receive a government survey about the training you have undertaken. This survey may come from a number of departments, but is usually co-ordinated by the National Centre for Vocational Education Research (NCVER).

## Access to Student Records

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Students may access their training records by logging into the LivCor Student Portal. Information on how to use the Student Portal may be found at [livcor.com.au/students](https://livcor.com.au/students).

All student records, personal details and results remain confidential and will not be released without the consent of the individual except for the purpose of reporting results to government regulators as outlined on your course Enrolment Form.

Please contact the head office on **1300 975 889** if you need assistance.