



the
**Life Coaching
Academy**
“Inspirational Education”

The Life Coaching Academy

RTO:31275

Student Information Booklet

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This information was correct as of time of printing 9.05.2016

Version 2016-2

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Welcome to the Life Coaching Academy

Introduction

The Life Coaching Academy (LCA) has policies covering most areas of our business. These policies give us guidelines for our operation and help ensure that we maintain high standards in all areas. The Government bodies who supervise VET in Australia require us to have these policies that they consider necessary to comply with good training and organisational practice.

We attempt to ensure that all our staff and training partners are familiar with our policies. However, if you find that the staff member / training partner is not sure please feel free to contact us at our head office to gain clarity of the policy.

Communication

As with all organisations you will find different people are responsible for different areas of the business. You will find someone to assist you in every area of the business. You can contact the different areas as follows:

Department	Email	Phone
Administration	admin@lifecoachingacademy.com.au	1800 032 151
Accounts	accounts@lifecoachingacademy.com.au	
General/ Sales	info@lifecoachingacademy.com.au	+61 7 55743995/8
Student Support	support@lifecoachingacademy.com.au	
Accreditation	accreditation@lifecoachingacademy.com.au	

It is vital that lines of communication remain open between you, your trainer, Mentor, Student Support Services and any other staff member you need to contact.

We will respond to your communication as soon as possible. You would be surprised to know the hours that some of our staff work.

You will have access to the Student Portal 24/7.

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RTO Responsibility

The person ultimately responsible for the training provided by the LCA is our Chief Executive Officer (CEO) Linda Jordaan. Linda is responsible for the operation of the RTO and ensures that everyone in the LCA knows what they should be doing and are doing it well!

The CEO is responsible to ensure compliance with the Standards for Registered Training Organisations (RTOs) 2015.

As an RTO we are required to ensure we can follow through on the delivery of our responsibilities with respect to training. We regularly do Risk Assessments to check that we are aware of potential difficulties that may affect the delivery of high quality training. This process of assessing and managing risk fosters success. We invite you to contribute to this process.

Feedback

Our staff are there to do their best to work with you to make your training experience exceptional. If you think you can help us do our job better please let us know how. Feedback is the life blood of this organisation!

As a valued judge of our performance in training, you will be formally invited to give us feedback. Generally this will occur on at least two occasions:

- around the middle of your program
- at the end of your program

You will be invited to complete written Feedback Forms. We also invite you to provide us with feedback by emailing us or calling us.

Access and Equity

The LCA is committed to meeting the needs of individual students and the community as a whole through the integration of access and equity guidelines.

The LCA will ensure that equity principles for all, regardless of race, gender age, social or educational background or any disability that may be present are implemented through fair allocation of resources and the right to equality of opportunity without discrimination.

The LCA will ensure that no applicant for admission to the RTO will be disadvantaged in any way by virtue of their race, gender, age, social or educational background or disability.

Client Selection

There are entry requirements for our programs. Please ensure you are familiar with these requirements prior to enrolling.

All programs require a minimum of Year 10 or equivalent literacy and numeracy capability in English.

Course Information

We reserve the right to make changes where necessary to timetables, delivery sequences, training times and other details beyond our control that may affect the study schedules. You will be notified through written notification, student portal, notice board, emails and our website of any proposed changes.

Assessment Procedures

Our training and assessment procedures are flexible and take into account your needs. We will ensure that:

- All required resources for the delivery of any course are in place and maintained in good working order
- Training and Assessment will only be conducted by qualified staff
- All training and assessment will be to the nationally set standard prescribed in the relevant Training Package or accredited course material.

Student assessment results within our nationally recognised training programs are reported, in accordance with each program's requirements, as **Competent** or **Not Yet Competent**. If you receive an assessment of NYC you will be given another opportunity for reassessment and feedback on areas requiring improvement will be provided.

This means the training you receive from the LCA is in accordance with the national quality training framework and any qualifications you achieve with us will be recognised anywhere in Australia.

Our Programs

The Life Coaching Academy (LCA) is a world leader in the training of Life Coaches. Our prime objectives are to deliver the very best in training for students who wish to become coaches and achieve national and international accreditation/recognition of our training programs.

Following the successful introduction of life coach training into Australia the LCA decided to re-develop its coach training program to meet the requirements of Australia's national training framework. Now as a Registered Training Organisation the LCA is able to meet its clients training and professional development needs through offering the following programs:

Accredited Coach including the:

- Accredited Coach Certificate *

Professional Coach – ICF including the:

- 10116 NAT Certificate IV in Life Coaching**
- This course is accredited by the ICF as an ACTP.

Master Coach – ICF including the:

- 10116NAT Certificate IV in Life Coaching**
- LCA NLP Coach Practitioner Certificate*
- Diploma of Coaching *

Executive Master Coach including:

- 10116NAT Certificate IV In Life Coaching**
- LCA NLP Coach Practitioner Certificate*
- Diploma of Coaching*
- BSB42615 - Certificate IV in New Small Business**
- LCA Executive Coaching Certificate*

Small Business Management including:

- BSB42615 - Certificate IV in New Small Business**

**** Nationally Recognised**

***Not Nationally Recognised**

We conduct our training programs using accelerated learning techniques which enables you to develop the required knowledge and skills in a supportive learning environment that optimises your learning capabilities. In most instances our programs consist of 'hands-on' workshops components, self paced study modules, webinars, mentoring/coaching and of course the usual reading and private study. Face to face workshops are an additional option but are not compulsory for the completion of any of our programs. To support your learning, we offer a supportive environment that ensures our students become members of our 'LCA family' rather than just another person undertaking a course.

The LCA is a Registered Training Organisation (RTO) and offers a range of 'standards setting' training programs for persons wishing to either become professional coaches, or to extend their current professional skills set by enabling them to develop coaching skills and knowledge for application in the their current workplace.

It is therefore important for you to understand that while all our programs are based on the highest of development and delivery standards of the same professional focus some are nationally accredited and hence provide nationally recognised awards in accordance with the Australian Qualifications

Framework while others are offered essentially as 'professional development programs' and, at this stage, are not accredited and hence do not provide the benefits of nationally recognised training.

These coaching programs are available to those persons seeking to operate a professional Life Coaching practice and are not only focused on the competencies required to successfully 'coach' clients but also the skills and knowledge that underpin the planning, establishment and operation of your own life coaching business.

It includes the knowledge and skills that will enable you to:

- Build client relationships & establish coaching agreements
- Create a safe and supportive coaching environment
- Coach clients through the use of co-active communication and the GROW model
- Establish and maintain client records and manage your own professional performance
- Plan, establish and promote your coaching practice
- Monitor and manage your practice's operations.

Non-Accredited Programs

The LCA also offers a range of non-accredited programs.

The popular 'Manager as Coach' program is for persons wanting to develop skills and knowledge that will assist them apply coaching principles and practices in their workplace, while the 'NLP' program is for LCA Coaches only who wish to add skills in NLP coaching to their coaching skill-set.

How we conduct our training programs

Our programs are conducted using a wide variety of flexible delivery methodologies and learning resources including but not limited to:

- Optional residential workshops;
- 'print based' learning materials;
- Live streamed Webinars;
- triads (small self-directed work groups);
- CD's;
- mentor coaches;
- e-mail notes & exercises;
- Student Portal

Our programs are flexibly designed to enable you to progress largely at your own rate and we provide a range of mechanisms to support you through your learning process.

Student Support Structures

In order to ensure you have access to all resources the LCA has the following support structures in place:

Website/E-mail support

Our website www.lifecoachingacademy.com.au contains very useful information and links to support your learning. Once enrolled you gain access to this information via the Student Portal.

Also through our website you will be able to:

- access and download various client assessment proformas, marketing/publicity materials,
- list yourself on our Coach referral Service once qualified;
- gather information regarding the operation of the LCA, and the legislation and regulations that affect your studies, and
- receive information regarding coaching & training issues.

Coachline*

The Coachline is a telephone support service designed to assist and support coaches and student coaches with issues concerning their studies or actual coaching practice. You can access this during normal business hours at 1800 032 151.

Mentor Coaching*

You will be allocated one of our Senior Coaches who will act as your own, personal Mentor Coach for 6 sessions. During this period these Mentors will assist you to further develop and refine your practical coaching skills.

Special support during assessment*

The LCA believes that assessment is part of the learning process not just an end point hurdle to be negotiated. Accordingly the LCA Accreditation Co-ordinator invites all students to discuss their assessment queries, questions, concerns or even submit drafts of the written assessment materials prior to completing their various assessment tasks.

Impairment Services, Special Needs

Do you have impairment or a special need? It is important that you make your needs known to enable us to plan for your learning support. So whether they be physical, emotional or dietary needs please let us know on the enrolment form and/or contact the Life Coaching Academy directly as we will strive to address any disability or special need you have - and be assured that any information you provide us regarding your impairment or special need will be treated in the strictest confidence in accordance with our Privacy Policy.

Language, literacy and numeracy

If you perceive you have difficulties in this area we can arrange for assessment and specific follow-up action. Again let us know if you feel you have any problems in this area.

Guidance and Welfare Services

The LCA is able to provide personal guidance, in most instances – after all our staff are professional coaches. However, if it becomes obvious that your needs could be more appropriately addressed elsewhere then we would, with your permission, seek to refer you to the appropriate service.

Enrolling in LCA programs

Before enrolling in one of our programs we expect that that you will have fully informed yourself of our training programs and services by perhaps:

- Reviewing the materials and information available via our website at <http://www.lifecoachingacademy.com.au>
- Talking with a Course Advisor at the LCA Head Office directly;
- Talking with LCA coaches, and
- Comparing our programs and services with other training providers (we really are confident that it's our programs that set the standards for coach training in Australia)

Who can enrol in our programs?

The basic criteria we use to select clients into our programs are that they can demonstrate to us that they:

- have English language, literacy and numeracy skills to a minimum level of Year 10 or equivalent
- a keen desire to develop their professional skills and knowledge, and the ability/commitment to successfully complete their training program, and
- a sharing, non-judgemental acceptance of human diversity.

In respect of Life Coaching it should be noted that job opportunities are limited for persons with profound hearing disability. We are proud to advise that we have successfully assisted visually impaired students to complete our programs and go onto becoming a Life Coach.

How to enrol

You can enrol in our programs at any time of the year by completing an Online Enrolment Form available on our website and forwarding it with the required payment details to the LCA.

Enrolment Checklist

Before forwarding your enrolment please make sure you have read the course information brochure and this Student Information Handbook which you will find on the website www.lifecoachingacademy.com.au , Home Page, click on Enrol Now and open the link Student Information Handbook.

Fees policy

In respect of **Fees** the LCA is a private training provider and therefore provides its programs on a full fee paying basis. As part of its Fees Policy the LCA:

- Makes information concerning its fees, charges, non-refundable deposits and any additional non-LCA costs available to you prior to enrolment as part of its enrolment package
- Ensures an 'official receipt' is issued at time of receipt for all program fees and charges collected
- LCA does not collect or hold more than \$1500 of student fees in advance

Payment information

There are a variety of options for the payment of course fees so please read the following carefully.

Payment Plans are available for all programs, ensuring that LCA do not take or hold more than \$1500 in advance at any time during your enrolment.

Price and course information is available at:
<http://www.lifecoachingacademy.com.au/courses/>

All course fees must be paid in full before your qualification will be issued.

Fee Exemptions

No fee exemptions are applicable for LCA programs.

Other costs

Please be advised that program fees do not include telecommunication charges associated with Webinar, Triads & Mentor Coaching e.g. internet costs etc. While these costs are your responsibility in the case of the Webinars the LCA will supply the full service at no cost to you.

Deferrals of / Withdrawing from your program

The LCA recognises that, post enrolment you may need to defer your program. A **deferral** occurs when you wish to suspend your studies for a period of time. The LCA is happy to **defer** completion of your program for up to 12 months from the deferral date. Payment plans cannot be deferred and must proceed during this time.

For deferrals longer than 12 months you will need to discuss your situation with the Chief Executive Officer.

Withdrawals occur when you decide to permanently cease studies within your program. Where you decide to withdraw from your training program you should formally advise the CEO, in writing, of your decision to withdraw from the program.

Refunds policy

The LCA has established a fair and equitable Refund Policy. The LCA recognizes that you may be unable to, or choose not to complete your training program. You are required to notify the LCA, in writing, within 10 working days after enrolling should you wish to cancel the enrolment. A full refund of all monies paid, less the deposit value- \$1200 will be made. Cancellations after the 10 working days will result in the full fees being charged and all payment plans being honoured i.e. you will not be eligible for any refund of monies paid.

Recognition of Prior Learning (RPL) and Credit Transfer

RPL is the amount of credit given to you towards one of our training programs as a result of the acknowledgement of your skills and knowledge, irrespective of how it has been acquired. It includes competencies gained through a combination of formal or informal training and education, work experience or general life experience.

There are many benefits to RPL. These include:

- Recognition of previous training, formal studies or previous skills and knowledge obtained through life experience;
- Saving time by not studying material that you are skilled in;
- Obtaining your qualifications faster
- Obtaining recognition of your competencies obtained outside of formal education
- Ensuring that training time is spent acquiring new skills and competencies

The following pathways are available to you.

Recognition of Prior learning (RPL) is the process that formally recognises that you have acquired relevant skills and knowledge as a result of work experience, life experience, previous training or education. To obtain further information or apply for RPL you will need to contact the LCA Student Support Services Department and they will forward the required documentation and information sheets to you. You should note that there will be a fee charged for processing your RPL application.

Credit Transfer, is the process which recognises previous formal study or training. If you want to obtain credit for previous study on the basis on having completed equivalent competency based modules or units of competency then you will need to provide certified copies of you results together with the RPL application form. This form is obtainable from Student Support Services at the LCA Head Office.

Please contact the LCA if you are unsure if you are eligible for Credit Transfer. Again a fee will be charged for processing your Credit Transfer application.

Complaints and Appeals

The LCA recognises that despite its best efforts occasionally you may feel your rights have been impinged upon as a result of some action or decision taken by the LCA or its staff or other students. Where such situations arise you may have your complaint's dealt with via a variety of processes where all parties will be given a fair opportunity to present their case, be fully informed about the issue and be subjected to an unbiased decision making process.

Informal Complaints Resolution

In the first instance the LCA requests that there is an attempt to informally resolve the issue through consultation. If this does not resolve the matter it will be referred to the Student Support Services and the internal formal complaints and appeals handling procedure will be followed.

Formal Complaints Handling Procedure

An LCA staff member will be assigned to handle the complaint within 10 days of the lodgement of the written complaint or appeal. This procedure will be finalised within 10 working days from commencement of the procedure.

Once a decision is reached you will be notified in writing of the outcome and the reasons for the decision.

The CEO will ensure that either the aggrieved person is now satisfied or will communicate the LCA's position on the situation.

Assessment Appeals

In the case of an appeal concerning an assessment outcome the student may appeal against that assessment outcome which will result in a hearing of that appeal by an independent, external party to which the student can personally present their case.

See our website at <https://www.life coachingacademy.com.au/become-a-coach/enroll-online> for our full complaints and appeals policy

Student rights and responsibilities

It is important that you understand the following before completing your enrolment process. Like students at other institutions you have certain rights and equally, certain responsibilities:

Student rights

You as an LCA student have the right to:

- Be treated fairly and with respect;
- Be given information about your program, assessment and progress.
- Appeal in relation to academic decisions or procedural matters;
- Make a complaint to or about staff members or other students without fear of victimisation, and
- Have a complaint dealt with fairly, promptly, confidentially and without retribution.

Your responsibilities as a Student

In respect of communication with LCA personnel and other students you have a responsibility to:

- Treat people with fairness and respect and not do anything that could offend, embarrass or threaten others;
- Not harass or disrupt others in the performance of their tasks;

In respect of your studies you are expected to:

- Approach your program with due personal commitment and integrity;
- Complete all assignments, assessment tasks and examinations honestly. and
- Not submit and claim as their own, work derived from another source or work done by another person without due and accurate acknowledgement.
- Keep copies of all written work submitted.

In respect of safety, when on LCA premises or those at which LCA activities are being undertaken, you have a responsibility to:

- Follow all safety practices/procedures required by LCA staff or in case of rented premises, then the premises staff;
- Report any perceived safety risks identified, and
- Not bring onto any premise being utilised for LCA activities any articles or items that may impact on the safety of self or others.

Disciplinary procedures

The LCA expects that every you and all members of staff will treat fellow staff and students with complete integrity, dignity and fairness.

However, it acknowledges that on rare occasions there may be a need for disciplinary action to be taken where all other resolution processes have failed. Accordingly, the CEO may, after hearing all sides of the argument, impose disciplinary penalties ranging from a simple warning through to dismissal (for personnel) or expulsion (for students). In all instances a disciplinary decision can be appealed through the Complaints, Grievances and Appeals process as previously described.

Privacy and Confidentiality

You can be assured that any personal information provided to the LCA will be stored securely and will only be disclosed to authorised persons government agencies to meet government reporting requirements, for research, audit, moderation and evaluation purposes. You may access your own records at any time by contacting the LCA.

The various **Equal Opportunity/Social Justice/Anti-Discrimination legislation** means that we treat all our clients, suppliers, staff and the public in general in a fair, equitable and non-discriminatory manner.

So where to now?

So, you have now enrolled in one of our programs – what happens next?

Once we have processed your enrolment we will send you our Introductory Information Pack by email. This pack has been put together to:

- provide you with information about your specific training program
- act as the LCA's induction/orientation process.

Generally you will find included in your Introductory Information Pack:

- Course details including Program Commencement and Completion Dates;
- Access details for Student Portal
- ***Xcelerator Virtual Learning Session details*** including invitations to upcoming Xcelerator webinars where you receive a full briefing on your program requirements.
- Electronic materials
- LCA Staff contact details.

And then

“Welcome to your program. We trust you will enjoy learning with the LCA and benefit from the experience by developing both personally and professionally”

Your Notes