



The Life Coaching College Student Handbook

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Welcome To The Life Coaching College

Thank you for becoming a member of The Life Coaching College. You are joining the most advanced coaching institute in Australia, and we have both National and International accreditations available through our programs. Our sole purpose is to provide the most outstanding coaching training, materials and support for students looking to become professional life coaches.

I would like to take this opportunity to welcome you to The Life Coaching College and let you know we look forward to supporting you on your journey towards becoming a successful coach. On behalf of The Life Coaching College Team, including our administrative support, Student Support, our trainers, facilitators and mentors we look forward to sharing your successes.

This handbook is a guide to our policies, the programs, your assessment and general information on The Life Coaching College study options.

Our Programs Overview

Diploma of Life Coaching	Master Practitioner of Business & Executive Coaching	Master Practitioner of Life Coaching & Hypnosis
11 Days Live Training	33 Days Live Training	25 Days Live Training
<ul style="list-style-type: none"> ➤ Coaching Mastery Weekend ➤ NLP Practitioner Training ➤ Matrix Therapies Training ➤ Coach Marketing Workshop 	<ul style="list-style-type: none"> ➤ Coaching Mastery Weekend ➤ NLP Practitioner Training ➤ Matrix Therapies Training ➤ Coach Marketing Workshop ➤ NLP Master Practitioner Training ➤ Advanced Matrix Therapies ➤ How to Run a Fantastic Workshop ➤ 2 Day Hypnosis Course ➤ Advanced Coaching Mastery ➤ Coaching High Performing Teams ➤ Extended Disc Accreditation ➤ Leadership & Executive Coach Series 	<ul style="list-style-type: none"> ➤ Coaching Mastery Weekend ➤ NLP Practitioner Training ➤ Matrix Therapies Training ➤ Coach Marketing Workshop ➤ NLP Master Practitioner Training ➤ Advanced Matrix Therapies ➤ How to Run a Fantastic Workshop ➤ 2 Day Hypnosis Course ➤ Advanced Coaching Mastery
Plus	Plus	Plus
<ul style="list-style-type: none"> ➤ ICF Coach Accreditation Series ➤ Weekly Mentoring Classes ➤ Client Attraction Website ➤ Membership Site & Manuals 	<ul style="list-style-type: none"> ➤ ICF Coach Accreditation Series ➤ Weekly Mentoring Classes ➤ Client Attraction Website ➤ Membership Site & Manuals ➤ 1:1 Mentoring 	<ul style="list-style-type: none"> ➤ ICF Coach Accreditation Series ➤ Weekly Mentoring Classes ➤ Client Attraction Website ➤ Membership Site & Manuals
<p style="text-align: center;">\$500 month</p> <p style="text-align: center;">NO Deposit. 12 Month Program</p>	<p style="text-align: center;">\$1,000 month</p> <p style="text-align: center;">\$1,000 Deposit. 12 Month Program</p>	<p style="text-align: center;">\$600 month</p> <p style="text-align: center;">NO Deposit. 18 Month Program</p>

**Prices may change and are correct as of Jan 30 2015.

Our Training Delivery

As a student with The Life Coaching College you are able to complete your studies to suit your own lifestyle and needs. Our courses are conducted using a wide range of flexible delivery methods, including:

- Face-to-face training
- Manuals and handouts
- USB's and Books
- Live Webinars
- Live coaching demonstrations
- Our Student Portal
- Mentoring

Privacy

The Privacy Amendment Act essentially says that all personal information you provide to us will be secured and will not be shared or disclosed to anyone without your written consent. This also applies to you in terms of you not providing information about someone to a third party.

The Life Coaching College may be required to provide the Victorian Government, through Skills Victoria, with student and training activity data which may include information you provide on the enrolment form. Information is required to be provided in accordance with the Victorian VET Student Statistical Collection Guidelines (which are available at www.skills.vic.gov.au/corporate/statistics/submit_data). Skills Victoria may use the information provided to it for planning, administration, policy development, program evaluation, communication, resource allocation, reporting and/or research activities. For these and other lawful purposes, Skills Victoria may also disclose information to its consultants, advisers, other government agencies, professional bodies and/or other organisations.

Sexual harassment

Policy statement

The Life Coaching College regards sexual harassment as a serious breach of the College's Equal Opportunity Policy.

The Life Coaching College supports the rights of individuals to be free from sexual harassment while engaged in activities undertaken as part of their study, their employment, or in other associations with The Life Coaching College.

As an educational institution and an employer, the College, through the Director: Human Resources and the Student Ombud will take all reasonable steps to eliminate sexual harassment of or by staff, students, or other members of the College community.

Definitions

Sexual harassment

Unwelcome sexual behaviour or sexual innuendo that has the effect of offending, intimidating or humiliating a person in circumstances, which a reasonable person having regard to all the circumstances would have anticipated that the person harassed would be offended, humiliated or intimidated.

Sexual harassment may be explicit or implicit. It may be a single incident or occur over a period of time. In defining and identifying sexual harassment it is the effect of the behaviour that is relevant not the intent. It is the impact of the behaviour on the receiver that determines whether sexual harassment has occurred.

Examples of behaviours that may constitute sexual harassment include:

- sexual jokes, lewd suggestions, whistling, foul language, leering, obscene gestures
- belittling comments on a person's anatomy or based on sex-role stereotypes
- persistent demands for participation in social activities or repeated requests for dates
- asking about a person's private or sex life, explicit sexual suggestions in return for 'reward'
- unwanted physical contact of a sexual nature including touching, brushing, kissing
- display of pornographic and/or sexually suggestive pictures, screen savers, jokes etc and/or sexual objects
- sexually offensive written, telephone or electronic communications
- indecent exposure; and
- sexual assault and rape.*

* Sexual assault and rape are criminal offences and the person assaulted will be advised to report the offence to the police.

Sexual harassment does not refer to behaviour that is mutually acceptable to the parties involved.

Friendships (whether sexual or otherwise) are a private concern.

In establishing appropriate standards of behaviour the College recognises:

- social or cultural backgrounds may lead people to perceive the same conduct differently
- some people may accept, as reasonable, a behaviour that other people find offensive
- sexual harassment can arise where different values and beliefs are not respected
- both men and women may be sexually harassed by a person or persons of the same or opposite gender
- appropriate behaviour is behaviour which respects the rights and sensitivities of all people in the College work and study environment
- all individuals have a responsibility to contribute towards an environment of trust and respect which forms the basis of appropriate professional relationships.

Principles

1 Consistent with legislation this policy is based on the philosophy of using education and conciliation as the principal approach to the prevention of discrimination and harassment; and in the resolution of grievances.

2 Sexual harassment is an unacceptable form of behaviour that causes distress and is detrimental to the College environment. Sexual harassment erodes the rights of the individual, debilitates morale and interferes with the effectiveness of the work and learning environment.

3 Sexual harassment most often occurs in relationships of unequal power or authority, although it may also take place between peers. In providing a working and learning environment free of harassment it is important to recognise that certain groups may be particularly vulnerable including:

- Indigenous women
- people from non-English-speaking backgrounds
- people with disabilities
- people working or learning in non-traditional areas
- women working in isolated areas.

Implementation requirements

An essential element in the implementation of this policy is raising the awareness of all members of the College community of the principles of diversity, equity, social justice and procedural fairness.

The College, through the Director: Human Resources and Student Ombud, has established a network of equity contacts to provide information about the policy and related discrimination and harassment grievance procedures.

State and federal legislation provide that the College can be found vicariously liable for the sexual harassment of others by its employees. State and federal legislation also provide that the College may be found vicariously liable for the sexual harassment of others by its agents. In this policy the term 'agent' is deemed to mean

- students
- individuals engaged to provide a service for the College
- persons seeking to study or work in the College
- volunteers and adjuncts.

As a defence against any finding of vicarious liability, the College, through the Director: Human Resources and the Student Ombud will:

- fulfil its commitment to educating members of the College community as to the nature and effects of sexual harassment and provide the necessary resources to inform its community about this policy, focusing on developing understanding of the rights and responsibilities of the individual
- develop effective measures for the resolution of complaints.

Staff who fail to fulfil the responsibilities required by this policy may find themselves personally liable for damages.

The policy applies where sexual harassment has occurred either on College grounds or when participating in other activities related to work or study at the College, (for example, coaching calls, Trainings).

This policy does not automatically cover members of the College community undertaking a work or study placement in other organisations. In the event that sexual harassment occurs under these circumstances the College will act as far as possible to protect the complainant, and will work jointly with the other organisation (and in accord with this policy, if deemed appropriate) to investigate the grievance and take such precautions as are possible to prevent further incidents.

Responsibilities and/or authorities

All staff and students are responsible for ensuring that equal opportunity principles are respected.

Managers and supervisors are responsible for understanding the legislation and ensuring that the workplace and study environment is safe and free from sexual harassment.

The Human Resources Unit and the Student Ombud's Office are responsible for the ongoing development and maintenance of this policy.

Deferrals of/Withdrawals from your program

TLCC recognises that students, post enrolment may need to defer from their program. A deferral occurs when a student wishes to suspend their studies for a period of time. TLCC is happy to automatically allow currently enrolled students to defer completion of their program for up to 12 months from the deferral date. Payment plans must proceed during this time

COMPLAINTS AND APPEALS

Purpose:

This procedure has been developed to ensure that The Life Coaching College (TLCC) has a system in place to ensure that complaints and appeals are managed fairly, efficiently and effectively

Scope

This policy and procedure applies to all persons enrolled with or seeking enrolment with The Life Coaching College Pty Ltd for the delivery of education, training and assessment services, (approved courses and units of study).

Students of The Life Coaching College Pty Ltd are entitled to use the grievance procedures set out in this policy, regardless of the location of the campus of the school at which the grievance has arisen, the student's place of residence or the mode in which they study. This procedure is free of charge.

Reference:

National VET Regulator

SNR 16.7

Who:

The Director and Campus Manager are responsible for implementing and ensuring that this procedure is adhered to

When:

Upon submission of a complaint or appeal

Definitions:

Complaint – Dissatisfaction with a service offered by TLCC

Appeal – Dissatisfaction with a decision made by TLCC

Policy:

16.7 TLCC provides appropriate mechanisms and services for students to have complaints and appeals addressed efficiently and effectively

TLCC will ensure that it:

- Effectively manages complaints and appeals
- Ensures that clients and staff know about and follow the system
- Takes corrective action to deal with the identified causes of complaints

- Monitor and improves the systems

Process:

Informal process:

Where possible all non-formal attempts shall be made to resolve the complaint. TLCC encourages open communication and an environment of trust. Therefore, any student with a complaint is encouraged to raise the matter directly with the other party concerned to attempt to resolve the issue mutually. All informal complaints must be emailed to the Campus Manager who will update the Complaints and Appeals Register accordingly. The Campus Manager will determine and ensure that the appropriate action will be taken if necessary. Any staff member can be involved in this informal process to resolve issues but if the student wishes to place a formal complaint, then the following process must be followed;

Formal Complaints:

- 1) Any student, potential student or 3rd party may submit a formal complaint to TLCC with the reasonable expectation that all complaints will be treated with integrity and privacy. There is no cost for the complaints process unless it is referred to a 3rd party.
- 2) A student who wishes to submit a formal complaint can do so by completing the 'Complaints and Appeals Form' (available on request).
- 3) All formal complaints must be submitted to the Campus Manager and contain as many details as possible:
 - a. Date complaint was submitted
 - b. Name of complainant
 - c. Nature of complaint
 - d. Date of the event which led to the complaint
 - e. Attachments (if applicable)
- 4) Once a complaint has been received, the information will be inserted into the 'Complaints and Appeals Register' spread sheet which is monitored daily by the Campus Manger. The information to be inserted and retained on the register includes:
 - a. Date the complaint was submitted
 - b. Name of complainant
 - c. Description of complaint
 - d. Determined resolution
 - e. Date of resolution

- 5) The student has the right to be accompanied by any person of their choice during the complaints or appeals process
- 6) Once a complaint has been logged in the 'Complaints and Appeals Register' by the Campus Manager, the Director will be notified of the complaint and will be provided with all relevant documentation related to the matter
- 7) The Campus Manger and Director shall then refer the matter to the appropriate staff member/s to resolve or make a decision regarding the complaint within 10 working days
- 8) Once a decision has been reached, the Campus Manager is required to notify all of the relevant parties involved of the decision and outcome which is to be concluded in writing within 14 working days from the date the complaint was first received. Within the notification of the outcome, the student will be advised that they have the right to appeal the decision made by TLCC. Students will be referred to the appeals procedure as outlined below
- 9) The Campus Manager will ensure that TLCC will act immediately on any substantiated complaint. If the internal or external complaint handling or appeal process results in a decision that supports the student, TLCC must immediately implement any decision and/or corrective and preventative action that is required and advise the student of the outcome
- 10) Copies of all documentation, outcomes and further action required will be placed on the 'Complaints and Appeals Register' by the Campus Manager and on the students file

Appeal Process

- 1) If the student is not satisfied with the outcome from the formal complaint, then they have the right to appeal the decision made by TLCC where reasonable grounds can be established
- 2) The areas in which a student may appeal a decision made by TLCC may include:
 - Assessment conducted
 - Deferral, suspension or cancellation decisions made in relation to a student's enrolment
 - Or any other conclusion/decision that is made after a complaint has been dealt with by TLCC in the first instance
- 3) To activate the appeals process, the student must submit an 'appeal application' by completing the 'Complaints and Appeals Form' (available on request).
- 4) The student needs to provide a summary of the grounds that the appeal is based on and the reason why they feel that initial decision made is unfair within 20 working days from the time they received the outcome for their initial complaint. Help and support with this process can be gained from the Student Administration Manager

- 5) Once the appeal has been received, the Campus Manager and Director will then determine the validity of the appeal and where necessary organise a meeting with all parties involved in the matter and attempt to seek resolution where appropriate.
- 6) The process for all formally lodged appeals will begin within 10 working days from the date that the appeal was lodged
- 7) The Campus Manager will ensure that TLCC acts on any substantiated appeal
- 8) Where an appeal has been lodged it will be defined into one of the following categories and processed accordingly:

General Appeals

- 1) Where a student has appealed a decision or outcome of a formal complaint they are required to notify TLCC of their appeal within 20 working days from the time they received their initial outcome of their complaint
- 2) The appeal should be lodged through the Campus Manager which who will ensure that the details of the appeal are documented on the 'Complaints and Appeals Register'
- 3) The Director and Campus Manager will review the initial documentation of the complaint and shall make a decision based on the grounds of the appeal
- 4) The student shall be notified in writing within 20 working days from the initial lodgement of the appeal of the outcome with reasons for the decision, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome

Assessment Appeals

- 1) If a student wishes to appeal an assessment they are required to notify their assessor in the first instance. Where appropriate the assessor may decide to re-assess the student to ensure a fair and equitable decision is made. The assessor will be required to complete a written report regarding the re-assessment outlining the reasons why assessment was or was not granted
- 2) If this is still not to the students satisfaction the individual can formally lodge an appeal by completing and submitting the 'Complaints and Appeals Form' to the Campus Manager who will document the information in the Complaints and Appeals Register
- 3) The Campus Manager shall seek details from the assessor involved and any other parties. A decision shall be made regarding the appeal either indicating that the assessment decision stands or details of a possible re-assessment by a 'third party'. The third party will be another assessor appointed by TLCC

- 4) The student will be notified by writing within 20 working days from the initial lodgement of their appeal regarding the outcome with reasons for the decisions, and the 'Complaints and Appeals Register' updated. The student will also be provided the option of activating the external appeals process if they are not satisfied with the outcome

External Appeals

- 1) If the student is still dissatisfied regarding the outcome of the appeal that TLCC has provided, they may wish to refer the matter to an external/independent/third party mediator
- 2) Appeals can relate to assessment decisions and they can also relate to other decisions such as the decision to exclude a student from a program. Students should be encouraged to resolve complaints and appeals through TLCC complaint mechanism
- 3) If the student is not satisfied by the complaints and appeal outcome, they can contact:

Dispute Settlement Centre of Victoria (DSCV)

4/456 Lonsdale Street

Melbourne Vic 3000

Telephone: 03 9603 8370

Toll free: 1800 658 528

Email: dscv@justice.vic.gov.au

This final stage will be addressed within 30 days.

Outcomes from the DSCV mediation in relation to a grievance will be implemented immediately.

Records

Complaints and Appeals Register

Student Information Manual

Complaints and Appeals Form

Continuous Improvement

All improvements, suggested and implemented, shall be reported to management for recording in the Continuous Improvement Register and then action is taken as outlined in the Continuous Improvement Strategy

Withdrawing From Your Course/ Premature Course Release

Throughout any of the programs a student can withdraw at any time for any reason, however fees may be due to The Life Coaching College. Fees are calculated based on services made available to you up to the day written notice of withdrawal is received by The Life Coaching College.

Refer to the table following for the value of what is included in each program. Please note, that fees are calculated based on provision of services as agreed, and not on whether a student has attended the classes made available to them.

Received	
Life Design	\$200
Coach Mastery Training	\$2000
Live Webinars	\$100 per week
Diploma Manual	\$500
Website Access	\$1000
NLP Practitioner Training	\$3500
NLP Master Practitioner Training	\$3000
2 Day Hypnosis	\$2000
Website Built	\$700
Extended Disc Training	\$2000
HTRFW Training	\$2000
Advanced Coach Marketing	\$5000
NLP Trainers Training	\$5997
Advanced Coaching Mastery	\$2000
Leadership Training	\$4000

Refund Of Fees

A refund may only be available if you withdraw from your course before the end of the second day of Live Training. You must let the Trainer know before you leave the Training room and you must leave all manuals in the room. In addition:

- You have returned your all of the study materials provided to you;
- No assessment work has been received by TLCC.
- Your refund will be calculated based on the table above.

Withdrawal from your chosen course will require returning all course materials, including USB's, handbooks, workbooks, manuals and all other related materials to The Life Coaching College before any refund of fees will be disbursed.

Significant intellectual property is imparted within the first 3 months of each of the programs and as such, changing your mind is not a reason for a refund and only in circumstances of extreme hardship is any refund considered. All refunds remain completely at the discretion of The Life Coaching College. All refund

requests must be in writing and all refunds, if eligible, are calculated from the date of the receipt of the written request. Refunds are strictly calculated based on the table “Your Course Value” in this handbook.

Failure To Pay

All students need to be aware that their student fees become due and payable in full in the event of failure to meet their agreed payment schedule for two consecutive months. If this happens The Life Coaching College has the right to begin proceedings to have the balance of the funds recovered. Once debit collection has commenced, the student will incur all mercantile costs or expenses in the recovery of the debt, made payable direct to The Life Coaching College.