

Your notes

The Life Coaching Academy Student Information Booklet

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Disclaimer Notice

The Life Coaching Academy makes this material available on the understanding that users exercise their own skill and care with respect to its use. Before making decisions based purely on the material contained herein users should carefully evaluate the accuracy, completeness and relevance of the information for their purposes and should obtain appropriate professional advice relevant to their particular circumstances.

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Your notes

suppliers, staff and the public in general in a fair, equitable and non-discriminatory manner. This means that our staff are responsible for ensuring that they always operate in a fair and equitable manner. Please note that we expect our students, as future professional coaches, to behave and operate in a similar manner.

This information is also available on the LCA website as is some guidance as to where you can find further information on this legislation and regulation.

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 Pre-Course Pack. This pack has been put together to:

- provide you with information about your specific training program, course dates and venues, etc, and
- act as the LCA's induction/orientation process.

Generally you will find included in your Pre-Course Pack:

- Joining instructions for your course (dates/times, locations, special needs, etc);
- Pre-course briefing/learning
- 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”

Welcome to the Life Coaching Academy

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 nationally accredited programs:

- Certificate III in Applying a Coaching Model (30876QLD)
- Certificate IV in Life Coaching (30877QLD) ICF Accredited
- Diploma of Life Coaching (30878QLD)
- Certificate IV in Small Business Management (BSB40407)

We conduct our training programs using accelerated learning techniques which enable our students to develop the required knowledge and skills in a supportive learning environment that optimises their learning capabilities. In most instances our programs consist of 'hands-on' workshops components, self paced study modules, teleclasses, mentoring/coaching and of course the usual reading and private study. 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.

We look forward to seeing you at our courses.

Our Programs

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 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.

Nationally Recognised/Accredited Training Programs

The LCA offers the following nationally recognised training programs:

- Certificate III in Applying a Coaching Model(30876QLD)
- Certificate IV in Life Coaching (30877QLD) ICF Accredited
- Diploma of Life Coaching(30878QLD)
- Certificate IV in Small Business Management(BSB40407)

The advanced coaching certificate program includes **Certificate IV in Life Coaching(30877QLD)** and **Certificate IV in Small Business Management(BSB40407)** are for those persons seeking to operate a professional Life Coaching practice. This program is 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, and
- Establish and use business networks.

legislation/regulation please contact the Operations and Development Director at LCA Head Office

The **Workplace Health and Safety Act 1995** basically says that :

- workplaces must be maintained and used in a safe manner;
- that work practices should be safe and not endanger self and others, and that
- both the owner, operator and those present (including you) at any workplace have a duty of care to ensure the occupational health and safety of all.

So for all practical purposes it simply means that we all need to be aware of workplace health and safety issues and where something doesn't seem quite right or a potential risk is perceived then the appropriate responsible person is informed accordingly.

If you have an occupational health or safety issue or concern please raise it with the Operations and Development Director at LCA Head Office.

The **Australian Quality Training Framework** details a set of *Standards for Registered Training Providers*. These Standards specify what we, as a Registered Training Organisation, must do in respect of training delivery, assessment and student matters. Indeed it is one of these standards that says we must provide you with information about this legislative/regulatory stuff. If you wish to know more about these particular standards you can find them at www.training.gov.au

The **Privacy Amendment (Private Sector) Act 2000** essentially means that any personal information you provide to us must be stored securely and cannot (and will not) disclose this to any third party without your express written permission. You should also note that this Act also means that you cannot disclose any information of a 'personal nature' in respect of another person.

The various **Equal Opportunity/Social Justice/Anti-Discrimination legislation** means that we treat all our clients,

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. (See Doc ID 2.1.1)

Government legislation and regulations that impact on your studies

There is a range of government (Commonwealth and State/Territory) legislation and regulation that can or does impact on your learning time with the LCA. Though some of legislation/regulation has little if any impact on your activity other legislation/regulation impacts significantly on the manner in which you and we interact and go about the process of sharing your learning experience.

In this context the following legislation/regulation impacts on our training delivery and student management services:

- Workplace Health and Safety Act 1995;
- Training and Employment Act 2000;
- Australian Quality Training Framework, *Standards for Registered Training Providers*;
- Australian Qualifications Framework Implementation Handbook, 3rd Edition, 2002;
- Privacy Amendment (Private Sector) Act 2000;
- a range of legislation related to Equal Opportunity/Social Justice/Anti-Discrimination issues;
- Australian Securities and Investments Commission (company reporting requirements);
- A New Tax System (GST) 2000 (for compliance with Australian taxation law)

Pretty formidable stuff! But in reality only few bits of this really impact on you as a LCA student and these bits are briefly summarised below. Should you require further information of such

The advanced coaching diploma program includes the Diploma of Life Coaching(30878QLD), Certificate IV in Life Coaching(30877QLD) and Certificate IV in Small Business Management(BSB40407) and is for those persons wishing to apply advanced coaching skills including NLP to their professional Life Coaching practice together with the skills that underpin the planning ,establishment and operation of a Life Coaching practice.

This training is conducted from both a workplace coaching method as well as the traditional training and assessment perspective.

Non-Accredited Programs

The LCA also offers a range of non-accredited public or “Executive Coach only” professional development.

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:

- residential workshops;
- ‘print based’ learning materials;
- teleclasses;
- triads (small self-directed work groups);
- CD’s;
- mentor coaches;
- e-mail notes & exercises;
- website members area.

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.

Assessment in our programs

Assessment with LCA training programs is conducted in accordance with the requirements stipulated in the specific program's documentation which, in most instances, includes both on and off-the-job assessment processes.

On-the-job assessment within our Life Coaching programs include processes such as:

- an assessor actually listening to you as you coach a client;
- you actually coaching your mentor coach on a real issue which they then assess;

Off-the-job assessment techniques used are varied but generally include:

- written assignments and critiques;
- simulations and role plays;
- questioning;
- field work and reports;
- presentations to class group;
- case studies.

Student assessment results within our nationally recognised training programs are reported, in accordance with each programs requirements, as **Satisfactory** or **Not Yet Satisfactory**.

Our Learning Support Services

The LCA recognises the issues and difficulties that arise for many of us as we undertake new learning adventures. To help maximise the learning and minimise the potential difficulties and trauma we offer a range of learning support services to assist you through your studies with us. While some of our support services relate specifically to our Coach training programs (shown thus *) many are common across all of our programs.

- Learn in a supportive and safe environment, free of discrimination and harassment
- Have their personal details and records kept private and secure subject to statutory requirements;

- Be given information about their 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, students 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 student and member of staff will treat fellow staff and students with complete integrity, dignity and fairness.

The LCA fully supports and implements this national mutual recognition principle and recognises all nationally recognised training qualifications issued by other RTO's. There is no fee applicable for this service.

Complaints, Grievances & Appeals

The LCA recognises that despite its best efforts occasionally students may feel their rights have been impinged upon as a result some action or decision taken by the LCA or its staff. Where such situations arise students may have their grievances dealt with via a variety of processes, in accordance with the LCA's *Complaints, Grievances and Appeals Policy and Procedures* (Doc ID 2.1.1). Essentially this policy enables an aggrieved party to: lodge a complaint;

- have the complaint dealt with by an independent person;
- present their case personally to such an independent person;
- receive written advice of the outcomes of such an independent review

In the case of a grievance 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.

For further information you could contact the LCA staff or simply review the policy document itself (Doc ID 2.1.1) which is obtainable from the LCA Head Office.

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

LCA students have the right to:

- Be treated fairly and with respect;

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 members area.

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 1300 132 078

Mentor Coaching*

You will be allocated one of our Senior Coaches who will act as your own, personal Mentor Coach for 6 telephone sessions over a period of 12 weeks. During this period these Mentors will assist you to further develop and refine your 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. Specific contact details will be made available to you during your program's residential weekend.

Disability Services, Special Needs

Do you have a disability or 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 disability 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:

Advanced standing with LCA programs

Advanced standing is the amount of credit given to you towards one of our training programs as a result of recognition of prior learning or credit transfer.

There are many benefits to advanced standing. 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

The following advanced standing 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 Administration Department and they will forward the required proforma 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 – 'RPL 2010:1' This form is obtainable from 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.

Mutual Recognition is a nationally agreed arrangement that supports Credit Transfer. Under this arrangement all RTO's recognise the qualifications issued by another RTO in compliance with the Australian Qualifications Framework.

For deferrals longer than 12 months students will need to discuss their needs with the Chief Executive Officer at LCA Head Office.

Withdrawals occur when a student decides to permanently cease studies within their program. Where a student decides to withdraw from their training program they should formally advise the CEO, in writing, of their decision to withdraw from the program.

Refunds policy

The LCA has established a fair and equitable Refund Policy. The LCA recognizes that some students may be unable to, or choose not to complete their training programs. In accordance with the guidelines stipulated in the LCA's Refund Policy (Doc ID 2.6.2) they may be eligible for certain fees already paid. The student is required to notify the LCA within a 7 day period within enrolling should they wish to apply for a refund. In all cases the level of any refund will be at the sole discretion of the LCA.

The deposit is non refundable in all cases.

- 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 its 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 is that they can demonstrate to us that they:

- have language, literacy and numeracy skills to a minimum level of Year 10
- 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.

How to enrol

You can enrol in our programs at any time of the year by:

- Completing an Enrolment Form available from Course Advisers, our website or the Information Pack sent to you and forwarding it with the required payment to the address nominated on the form;
- Phoning Head Office and completing a 'Phone Enrolment'. Note that you will be required to pay by Credit Card when using this option. You will still be required to send the original signed enrolment form together with relevant documents to the LCA within 7 days of completing the "Phone Enrolment"

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 under the heading **Students**.

- * Read, understood and signed the LCA's Terms and Conditions;
- * Discussed your enrolment with an Course Advisor or an LCA staff member
- * Indicated if you have a disability or any special learning needs, if applicable.
- * Completed all required sections of the Student Enrolment Form.
- * Included the correct payment;

Your completed and signed Enrolment Form, together with your payment can be processed by forwarding it to the address shown on the Enrolment Form or to:

The Life Coaching Academy
 PO Box 7452
 BUNDALL BC QLD 4217

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 advance payments are deposited in a manner that guarantees their complete security;
- Ensures an 'official receipt' is issued at time of receipt for all program fees and charges collected.

Copies of this policy may be viewed at the LCA head Office. You may also request a copy of this document.

Payment information

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

Payment in cash should only be made if enrolling in person at LCA Head Office . Please ensure you receive a official LCA receipt for the full amount paid.

Payment by credit card can be made with AMEX(which attracts a surcharge of 3%), Bankcard, MasterCard or Visa. Please include the relevant details in the space provided on the enrolment form.

Paying by cheque then please make it *Not Negotiable* and payable to Life Coaching Academy

Payment by instalments may be offered to students as an option for payment of their program fees. Those students seeking to avail themselves of such an option should contact the Administration Department at the LCA Head Office as they are the only ones authorised to make such decisions regarding course fees.

All prospective students should note that until such time as all fees and charges are paid no student is deemed to have completed their program and entitled to receive their award.

Fee Exemptions

No fee exemptions are applicable for LCA programs .

Other costs

Prospective students are advised that program fees do not include telecommunication charges associated with Telclasses, Triads & Mentor Coaching. While the actual call charges are the responsibility of the students in the case of the Teleclasses the LCA will arrange and pay for the actual 'tele-bridge' through which the Teleclassess are conducted. The LCA will advise students of strategies to minimise these call costs at the first residential workshop.

Deferrals of/Withdrawals from your program

The LCA 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. The LCA 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.