



STUDENT AGREEMENT



LIFE INTERNATIONAL TRAINING PTY LTD
UNIT 5/23 BREENE PLACE, MORNINGSID E QLD 4170
PO BOX 48, BULIMBA QLD 4171

PHONE: 1300 888 765
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www.lifeint.com.au

REGISTERED TRAINING ORGANISATION (RTO) DETAILS

RTO NAME	Life International Training Pty Ltd
ABN	68 088 041 838
NATIONAL PROVIDER NUMBER	30326
PHONE NUMBER	1300 888 765
FAX	(07) 3899 3769
ADDRESS	Unit 5/23 Breene Place, Morningside QLD 4170
POST	PO Box 48, Bulimba QLD 4171
EMAIL	info@lifeint.com.au
WEB	www.lifeint.com.au
REGISTRATION	<p>Life International Training's scope of registration is listed on the national register or on the Life International Training Website.</p> <p>As an NVR Registered Training Organisation we comply with a range of national standards that guide consistent and high quality training and assessment services within the Vocational Education & Training (VET) system.</p>
PURPOSE OF THIS AGREEMENT	<p>This agreement contains information to assist students who may be undertaking training with Life International Training (or one of our partners) to understand their rights and obligations. This agreement also provides information on how you may seek help when and if required.</p> <p>Life International Training's goal is to continue to provide premier learning and assessment services to industry that is targeted and effective. We strive to foster a collaborative learning environment where students, employers and trainers all have input.</p> <p>Life International Training will, at all times, act in an ethical and responsible manner. We promise to conduct all of our business activities with honesty, fairness and integrity.</p> <p>Before you sign your Student Assessment results cover page, please ensure that you have read and understood this agreement. If you have any question regarding the content of this agreement or, indeed any aspect of the training you are to undertake, just ask your trainer.</p> <p>By signing the statement on your Student Assessment Results cover page you are acknowledging that you have read this Student Agreement and will abide by the conditions herein.</p>

GENERAL INFORMATION

COURSE INFORMATION	<p>Our website has specific information about each of our course offerings. This information is provided to assist you to make an informed decision about your training needs.</p> <p>You can download a PDF for each of the courses we offer by visiting our website and clicking through to our First Aid Training section. Select the course you are interested in and click the download.</p>
COURSE DELIVERY	<p>Course delivered by life International training are generally delivered at our client's premises. Life International Training and our accredited partners do offer some public courses. We have agreements in place with our partners that ensure that the same high standard of training we offer is also provided by our accredited partners</p>
COURSE FEES	<p>The fees that we and our partners charge can be made available on request prior to you engaging our services. We do not collect fees in advance, but our corporate clients may incur a cancellation fee for scheduled training that is cancelled.</p> <p>Further information about our cancellation fees is found in our Refund Policy available on the website.</p>
COMPLAINTS & APPEALS	<p>If you wish to raise a complaint about any aspect of your training, we encourage you to discuss this with your trainer. If you are not satisfied with this discussion, you may raise a formal written complaint through our complaints and appeals processes. Please refer to our website for our Complaints and Appeals Form.</p>
REPLACEMENT OF LOST CERTIFICATES	<p>If you require a replacement for a lost certificate you will need to complete an Access Authorisation Form which is available in the OUR POLICIES section of the website.</p> <p>We do not charge a fee if you require a replacement of your certificate.</p>
LEGISLATIVE REQUIREMENTS	<p>As a NVR Registered Training Organisation, we are bound by, and adhere to the <i>Standards for Registered Training Organisations (RTOs) 2015</i> under the <i>National Vocational Education and Training Regulator Act 2011</i>.</p> <p>Your personal information is protected at all times in accordance with the <i>Federal Privacy Act 1988</i> as Amended. Personal information will not be disclosed to a third party unless such disclosure is authorised and required as part of statutory obligations. Further information can be found in our Privacy Policy on our website.</p> <p>Life International Training and its partners are bound to operate in accordance with the <i>Work Health and Safety Act 2011</i>. If at any time you feel that your safety, or the safety of others, is at risk you have a right and an obligation to say so. Remember that safety is everybody's responsibility. Further information can be found in our Work Health & Safety Policy on our website.</p> <p>If you would like a copy of any of the legislative instruments, please contact us for a copy.</p>
USI REQUIREMENTS	<p>It is a government requirement that you obtain and provide a valid USI number to us before we can issue a qualification. Visit the government's USI website https://www.usi.gov.au/.</p> <p>Our USI Collection & Student Verification Policy provides further information and is available on our website.</p>

REPORTING INCIDENTS	If an incident occurs whilst you are attending a training session. Report it IMMEDIATELY and complete an Incident Report Form available from your trainer, our website or your workplace.
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GENERAL INFORMATION - CONTINUED

LANGUAGE, LITERACY AND NUMERACY SUPPORT

All courses that we deliver have basic requirements for reading, writing and, in some cases, basic mathematical problem solving. If you require LLN support, we encourage you to bring this to the attention of your course coordinator or the trainer prior to commencement of your training session.

If an LLN support need is identified, we can assist with this service. You can also contact the Reading Writing Hotline on 1300 655 506.

We hope that this information contained in this Student Agreement has provided the assistance and guidance you require to be able to make an informed decision about your training and provider.

Remember, if you have any questions, please do not hesitate to contact Life International Training.