THE GRAHAM CENTRE
for Leadership & Influence

STUDENT INFORMATION

Student Handbook

Your guide to studying with GCLI

Enrolment, learning, support and student policies

HEAD OFFICE
63-73 Ann Street
Surry Hills NSW 2010

1300 567 116 | admin@gcli.com.au
www.gcli.com.au

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Student Handbook

TABLE OF CONTENTS

ACKNOWLEDGEMENT OF UNDERSTANDING 4

INTRODUCTION 5

- Mission Statement 5
- Vision Statement 5
- Training Programs 5
- The Graham Centre for Leadership & Influence (GCLI) Team 6
  - Student Support 6
  - Trainers 6
- Student Selection 8
- Enrolment 8
  - Pre – Enrolment 8
  - Access to the Learning and Assessment Resources 9
  - Payment Terms 9
  - Unique Student Identifier 9
  - Visa Requirements 10
  - Transfer to Another Course 10

STUDYING AT The Graham Centre for Leadership & Influence (GCLI) 10

- Student Support 10
- Language/Literacy and Numeracy 12
- Flexible Learning and Assessment 13
- Assessment Requirements 13
- Code of Conduct 15
- Change of Personal Details 17
- Evaluation and Feedback 17
- Making the Most of your Training 17

COURSE INFORMATION 19

- Training Programs 19
- Competency Based Training 19
- Mode of Delivery 19
- Computer Specifications and Requirements 20
- Evidence Requirements 20
- Assessment 21
  - Principles of Assessment 22
  - Rules of Evidence 22
  - Assessment Results 23

Reasonable Adjustment 23
Extensions for Assessment 23
Additional Submission and Support 23
Awards 24
Course Delivery 24
Recognition of Prior Learning (RPL) 25
Recognition Process 25
Recognition Decision 26
Credit Transfer 26
POLICIES AND PROCEDURES 28
Access and Equity 28
Complaints and Appeals Policy 28
Complaints 28
Appeals 29
Transition of Superseded Courses 30
Student Records 31
Procedure 31
Record Keeping Policy for Assignments and Student Information 31
Fee Payment and Refund Policy 32
Cancellation and Refunds 32
Special Consideration 33
Exceptions 34
Privacy Policy 34
VERSION CONTROL 35
RTO INFORMATION 35

ACKNOWLEDGEMENT OF UNDERSTANDING

To support informed decision-making, and to provide the opportunity for potential students to raise issues, concerns and questions prior to commencement of training, The Graham Centre for Leadership & Influence (GCLI) makes the Student Handbook available to potential students. All students are provided a copy, or it can be accessed online at www.gcli.com.au

The Graham Centre for Leadership & Influence (GCLI) requires each student to read and understand the information contained in this Student Handbook prior to enrolment or commencement of training.

For any concerns, questions or clarifications please contact us at:

- **Address:** 63-73 Ann Street, Surry Hills, NSW, 2010
- **Email:** admin@gcli.com.au
- **Contact number:** 1300 567 116

Student Handbook

INTRODUCTION

Welcome to The Graham Centre for Leadership & Influence (GCLI)! The goal is to help you achieve your training objectives. You will receive training from dedicated, passionate and qualified trainers who are experienced in your vocational areas. This ensures that the training you will receive is current, relevant and easy to understand.

To ensure that your learning experience will be a positive one, the RTO's courses are delivered using excellent quality and innovative course materials. Student Services is committed to delivering an excellent experience to you. Wishing you all the best in your studies and looking forward to helping you achieve your goals.

This Student Handbook sets out the policies and procedures around the training and assessment that you will receive. Please read the Student Handbook before enrolling in any of our courses.

The Graham Centre for Leadership & Influence (GCLI) is a Registered Training Organisation (RTO No. #46628) and is recognised by the Australian Skills Quality Authority as a deliverer of nationally recognised training for the courses on its scope of RTO registration.

Mission Statement

The Graham Centre for Leadership & Influence (GCLI) helps people develop the expertise, confidence, and practical systems they need to lead their teams safely, ethically, and strategically from day one.

Vision Statement

The Graham Centre for Leadership & Influence (GCLI) empowers as many people as possible to lead with credibility, authenticity, and mastery, creating confident leaders who make a lasting positive impact in their teams, organisations, and communities.

Training Programs

As a registered training organisation (RTO) in the vocational education and training (VET) sector, The Graham Centre for Leadership & Influence (GCLI) offers the following nationally recognised training products:

- **BSB60420 Advanced Diploma of Leadership and Management**
- **BSB50420 Diploma of Leadership and Management**
- **BSB40520 Certificate IV in Leadership and Management**
- **BSB40120 Certificate IV in Business**
- **BSB41419 Certificate IV in Work Health and Safety**

For more information on the offered courses, please refer to the website: www.gcli.com.au

The Graham Centre for Leadership & Influence (GCLI) is committed to providing current and accurate information for students to be able to make informed decisions about undertaking training. The organisation ensures the quality of the training and assessment in compliance with the Standards for RTOs 2025, and for the issuance of the AQF [Australian Qualifications Framework] certification documentation.

Student Guarantee

The Graham Centre for Leadership & Influence (GCLI) guarantees to advise students of any changes to the services provided under the agreement within 7 days via email, including any changes of ownership.

The RTO guarantees that if, for whatever reason, the organisation is unable to deliver the agreed training for a student, it will make the necessary arrangements for the training to be delivered by another Registered Training Organisation.

The RTO is committed to providing accurate and accessible information to prospective and current students related to its services and the training products on its scope of registration.

The RTO does not guarantee the following:

- a student will successfully complete a training product on its scope of registration, or
- a training product can be completed in a manner that does not meet the requirements of Outcome Standards 1.1, 1.3 and 2.2, or
- a student will obtain a particular employment outcome where this is outside the control of the RTO.

The Graham Centre for Leadership & Influence (GCLI) Team

Students may contact the RTO at 1300 567 116**.**

Student Support

Students completing a training program will be supported by Student Services. The RTO's knowledgeable team will work with you to help you achieve success in your chosen field.

Student Services can assist students through a variety of activities, which include but are not limited to:

- Assisting with logging in the Learning Management System (LMS) and with accessing the resources;
- Supporting flexible learning and processing extensions where applicable;
- Arranging contact between trainer/assessor and student where required; and
- Assisting students with finding and understanding their trainer's feedback.

Trainers

Your trainers are qualified industry professionals, ready to guide you through your learning. Their feedback and guidance will ensure that you are job-ready for your chosen industry.

All The Graham Centre for Leadership & Influence (GCLI) trainers must follow the below requirements as outlined in the National Vocational Education and Training Regulator (Outcome Standards for NVR Registered Training Organisations) Instrument 2025 – Standards 3.1-3.3 and Credential Policy Section 1.

Training and assessment are delivered by trainers and assessors who have:

1. have relevant credentials as specified by the Credential Policy

2. undertakes continuing professional development to maintain current skills and knowledge in training and assessment, including engaging and supporting VET students.

3. have industry competencies, skills and knowledge that are relevant to, and at least to the level of, the training product being delivered and/or assessed

4. maintain an understanding of current industry practices

Industry experts may also assist in training delivery and/or the assessment judgement, working alongside the trainer and/or assessor to conduct the training and/or assessment.

5. The RTO's training and assessment is delivered only by persons who have one of the following credentials:
    - *TAE40122 Certificate IV in Training and Assessment* or its successor,
    - *TAE40116 Certificate IV in Training and Assessment,*
    - *TAE40110 Certificate IV in Training and Assessment*,
    - A secondary teaching qualification and one of the following credentials:
        - *TAESS00011 Assessor Skill Set, or*
        - *TAESS00019 Assessor Skill Set* or its successor, or
        - *TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set* or its successor, or
    - A diploma or higher-level qualification in adult education or vocational education and training.

6. Where a person conducts assessment only, the RTO ensures that the person has one of the following credentials:
    - As above; or
    - TAESS00019 Assessor Skill Set or its successor,
    - TAESS00011 Assessor Skill Set,
    - TAESS00001 Assessor Skill Set,

7. Where a person may be actively working towards a training and assessment credential, provided that they:
    - are enrolled in and have commenced training in one of the following training and assessment credentials:
        - TAE40122 Certificate IV in Training and Assessment or its successor, or
        - TAE50122 Diploma of Vocational Education and Training or its successor, and
    - Are making satisfactory progress to enable the credential to be completed within two years of commencement

8. Where a person may deliver training and conduct assessment under direction, the RTO ensures that the person has one of the following credentials:
    - TAESS00021 Facilitation Skill Set or its successor,
    - TAESS00024 VET Delivered to School Students Teacher Enhancement Skill Set or its successor,
    - TAESS00030 Volunteer Trainer Delivery and Assessment Contribution Skill Set or its successor,
    - TAESS00029 Volunteer Trainer Delivery Skill Set or its successor,
    - TAESS00020 Workplace Trainer Skill Set or its successor,
    - TAESS00028 Work Skill Instructor Skill Set or its successor,
    - TAESS00022 Young Learner Delivery Skill Set or its successor,
    - TAESS00015 Enterprise Trainer and Assessor Skill Set

- TAESS00003 Enterprise Trainer and Assessor Skill Set,
- TAESS00008 Enterprise Trainer – Mentoring Skill Set,
- TAESS00013 Enterprise Trainer – Mentoring Skill Set,
- TAESS00007 Enterprise Trainer – Presenting Skill Set,
- TAESS00014 Enterprise Trainer – Presenting Skill Set, or
- A secondary teaching qualification.

The RTO also ensures that all trainers and assessors undertake professional development in the fields of the knowledge and practice of vocational training, learning and assessment, including competency-based training and assessment.

Student Selection

The Graham Centre for Leadership & Influence (GCLI) recruits students in an ethical, fair, and responsible manner using various methods.

The RTO is committed to ensuring that all student selection processes are fair, equitable and consistent with workplace performance, competency level and the training package requirements. Therefore, selection into a training program includes but is not limited to the following:

1. The VET student meets any pre-requisite qualifications or work experience

2. The VET student meets any age requirements that may be in place for a particular course.

Student enrolments are subject to the availability of places in the training program. This is based on the maximum number of participants who can be accommodated, type of course, learning structures, student needs, etc. The RTO shall ensure that any applicants who do not meet entry requirements are advised of any appropriate pre-entry training they may take to meet eligibility criteria.

Enrolment

Pre – Enrolment

Before enrolment confirmation, students must complete a Pre-Enrolment Assessment and submit required documents, including but not limited to:

a) Pre-Enrolment Assessment Form (sent via email upon course enquiry)
b) Necessary course requirements / pre-requisite requirements
c) ID and supporting documents for processing and filing
d) USI Number

Students are required to go through an initial pre-enrolment interview, where they will be asked to do tasks and answer questions to confirm sufficient computer skills, including knowledge to operate video-communication services, with The Graham Centre for Leadership & Influence (GCLI) trainer and/or assessor.

This pre-enrolment interview will be done via online platforms such as Zoom and Microsoft Teams.

While the organisation will endeavour to complete the enrolment process as quickly as possible, please allow up to 5 business days from confirmation of your payment for enrolment. Upon enrolment, students will receive course information and personalised logins via email.

Access to the Learning and Assessment Resources

The learning and assessment resources necessary to complete the selected course will be made available to the student before the start of the course.

Learning and assessment resources may be accessible through one of the following methods depending on which course you are enrolled in:

- Student online portal accessed with the student's personalised logins
- Email or other online cloud platform services (i.e. Dropbox, Google Drive etc.)

Please contact Student Services if you need assistance with accessing the required learning and assessment resources for your course.

Students can request hard copies or additional copies of the resources at any time during their training period. These requests may incur a fee and shipping costs. Delivery will occur within 10 business days or longer, depending on the student's location.

Payment Terms

All fees and payment terms are available to students before and during enrolment through the enrolment form and course brochures. Students should refer to their enrolment form and course brochure for specific payment terms related to their chosen course.

Payment Plan:

For courses under a payment plan, an initial deposit is required upon enrolment. Subsequent payments will be scheduled throughout the course duration as outlined in the enrolment form. If a student misses a payment, they will receive a payment reminder via email and will be contacted by Student Services. Failure to make the payment within 14 days will result in suspension of the student's enrolment until payment is received. The student will be notified of this suspension.

Students are considered enrolled once the agreed amount, as specified in the enrolment form, has been received. Please contact Student Services for any questions or clarifications regarding the payment terms.

Unique Student Identifier

An initiative of the Australian Government is the requirement for all students of Vocational Education and Training to supply a Unique Student Identifier number to their VET provider. Students will be assisted by Student Services to apply for and supply their USI if authorised by the student. The RTO can verify each USI before the issuance of any certification. All students should be aware that The Graham Centre for Leadership & Influence (GCLI) and no VET provider can issue a certificate for a VET qualification without being supplied with a student's USI.

Exemptions to the USI requirements may apply, including for international students studying onshore and outside of Australia. For any student exempt from supplying a USI, completion results and records will not be available through the Commonwealth Registrar. The RTO can use the following links to search for or create USIs (ONLY with student permission):

- *http://usi.gov.au/Pages/default.aspx*
- *https://portal.usi.gov.au/org/*

Visa Requirements

The Graham Centre for Leadership & Influence (GCLI) is not a registered CRICOS provider. It is the student's obligation to advise us of their visa requirements. Students should contact the appropriate Government Department regarding their visa conditions and restrictions.

Transfer to Another Course

Transferring to another course is subject to the availability of courses offered within the RTO's course offering. If applicable, students who wish to transfer to another course must submit their request in writing within six months of the enrolment application. A transfer fee of $250 will be charged, in addition to any difference between the original course fee paid and the full course fee (not promotional fee).

No refund will be given if a student chooses to transfer to a course of lesser value. Workshop components from one course cannot be transferred to another course if the course includes workshops. The original course end date will apply to the new course, and if the student wishes to extend beyond the original course enrolment expiry, extension fees will apply as per our extension policy. Upon transferring to another course, a student relinquishes their enrolment in the original course.

STUDYING AT The Graham Centre for Leadership & Influence (GCLI)

The Graham Centre for Leadership & Influence (GCLI) conducts training courses to suit student needs, course types, and learning styles. The following student guidelines will help foster a healthy learning environment for all students.

Student Support

The Graham Centre for Leadership & Influence (GCLI) acknowledges the importance of supporting students in achieving successful outcomes. Student Services is ready to assist you with any questions you may have on Monday-Thursday 10:00 AM to 4:00 PM and Friday 9:00 AM to 12:00 PM. Our Trainer is also available to offer guidance via phone and email. Help and support are just a phone call away:

Email: admin@gcli.com.au

Contact number: 1300 567 116

The RTO conducts an assessment of needs as part of the pre-enrolment process and throughout the duration of the course. In such cases, the RTO will ensure that the assessment of need is undertaken at the earliest possible opportunity and any identified support needs issues are managed.

Student support may include but is not limited to any disability or impairment that restricts access and equity, as well as computer literacy, digital literacy or English language, literacy and numeracy (LLN) information obtained from VET students prior to enrolment and prior to the commencement of their first unit of competency.

Educational and support services may include, but are not limited to:

- pre-enrolment materials;
- study support and study skills programs;
- language, literacy and numeracy (LLN) programs or referrals to these programs;

- equipment, resources and/or programs to increase access for VET students with disabilities and other students in accordance with access and equity;
- flexible scheduling and delivery of training and assessment;
- counselling services or referrals to these services;
- information and communications technology (ICT) support;
- learning materials in alternative formats, for example, in large print;
- learning and assessment programs contextualised to the workplace;
- wellbeing services;
- reasonable adjustments for any disability or impairment, and
- any other services that the RTO considers necessary to support VET students to achieve competency.

Where appropriate, The Graham Centre for Leadership & Influence (GCLI) will seek external assistance to ensure additional support services are available. You will be informed in case additional costs may be incurred to arrange access to external additional support services.

External Support Services (Free and Confidential)

Support Area	Service	Contact	Notes
Academic support services	Australian Council for Adult Literacy (ACAL)	(03) 9546 6892 https://acal.edu.au/	Adult literacy services, per state
Academic support services	NSW Adult Literacy and Numeracy Council (NSWALNC)	0499 110 952 www.nswalnc.org.au	
Academic support services	Victorian Adult Literacy and Basic Education Council (VALBEC)	Email: info@valbec.org.au https://valbec.org.au/	
Academic support services	The Western Australian Adult Literacy Council (WAALC)	https://waalc.org.au/	
Academic support services	South Australian Council for Adult Literacy (SACAL)	Email: info@sacal.sa.edu.au https://sacal.sa.edu.au/	
Counselling and mental health support	Lifeline	13 11 14 0477 13 11 14 https://www.lifeline.org.au	24/7 crisis support and suicide prevention
Counselling and mental health support	Beyond Blue	1300 22 4636 https://www.beyondblue.org.au	Mental health support for anxiety, depression and wellbeing
Counselling and mental health support	Head to Health	1800 595 212 https://www.headtohealth.gov.au/	Australian Government mental health

			support and referral service
Counselling and mental health support	MensLine Australia	1300 78 99 78 https://mensline.org.au/	Support for men experiencing family, relationship or mental health concerns
Financial support services	National Debt Helpline	1800 007 007 https://ndh.org.au/	Free financial counselling for people experiencing financial stress
Counselling and mental health support	Suicide Call Back Service	1300 659 467 https://www.suicidecallbackservice.org.au/	24/7 counselling for people affected by suicide
Mediation or advocacy services	14YARN	13 92 76 https://www.13yarn.org.au/	Crisis support service for Aboriginal and Torres Strait Islander people
Counselling and mental health support	Eheadspace	1800 650 890 https://www.eheadspace.org.au/	Online mental health support service for young people aged 12 to 25
Mediation or advocacy services	Relationships Australia	1300 364 277 https://www.relationships.org.au/	Support for relationship, family and personal wellbeing concerns
Counselling and mental health support	ReachOut Australia	https://au.reachout.com/	Online mental health information and support for young people and families

Language/Literacy and Numeracy

The Graham Centre for Leadership & Influence (GCLI) makes appropriate concessions for language, literacy and numeracy issues of students where these concessions do not compromise the requirements of the relevant Training Package and the integrity, equity and fairness of assessment.

During the enrolment process, all students complete a brief non-invasive language, literacy and numeracy assessment for the RTO to identify any issues that may need to be addressed prior to the commencement of training. Strategies to address these issues will be negotiated with students and may include adjusting learning and assessment modes and methods.

The RTO will provide materials, resources and assessment tasks at a level of complexity required and also provide opportunities for repeated and supported practice.

Where can I get help with language, literacy and numeracy?
Individuals who want to get help with their literacy and numeracy can access information about the nearest LLN provider by calling the Reading Writing Hotline on 1300 655 506.

What is the Reading Writing Hotline?
The Reading Writing Hotline is funded by the Australian Government Department of Education, Science and Training. The project is managed by TAFE NSW - Access and General Education Curriculum Centre and is Australia's national telephone adult literacy and numeracy referral service. For the price of a local call from anywhere in Australia, the hotline can provide you with advice as well as a referral to one of 1200 providers of courses in adult literacy and numeracy.

What happens when I call the Hotline?
You will speak to an experienced adult literacy teacher who will advise you on ways you can access classes in your local area to improve reading, writing, spelling and maths skills. The information you give about yourself is confidential and will not be given to anyone else.

When can I call the Hotline?
You can call the Hotline at any time. If a teacher is unavailable to take your call, your name and number will be taken by the hotline paging service, and your call will be returned.

Flexible Learning and Assessment

The Graham Centre for Leadership & Influence (GCLI) will develop a unique training plan for each student to assist with time management and fitting studying around your work and life commitments.

If you've already completed a qualification, it may be possible to apply for credit transfer and/or recognition of prior learning (RPL) as long as sufficient and current evidence is provided as required. To learn more about credit transfer and recognition of prior learning please refer to the RPL and Credit Transfer Policy located in the Course Information section of the handbook.

For further information on how to apply for credit transfer and RPL, you can contact Student Services.

Assessment Requirements

All assessments must be submitted by the due date. If you are having difficulty completing an assessment, you may discuss it with your trainer/assessor well in advance of the due date. This way, the trainer/assessor may be able to provide support or grant additional time. Please note there may be conditions to gaining an extension.

Students are advised to keep a copy of their assessments prior to submission. The Graham Centre for Leadership & Influence (GCLI) does not accept responsibility for lost assessment tasks.

A completed assessment may be submitted using any one of the following methods depending on which course you are enrolled in:

- Upload your assessments through the online portal

Once you have submitted your fully completed assessment, you will receive an email to acknowledge your submission. You may contact Student Services to know the status of your assessment.

Please note: *Students will have to complete assessment tasks again if their work goes missing, and therefore, it is important to keep a copy of their original assessment tasks.*

Assessment malpractice

Assessment malpractice includes cheating, collusion and plagiarism.

The Graham Centre for Leadership & Influence (GCLI) regards the integrity of assessment as critical to our professional responsibilities as an RTO and, therefore, strives to ensure the assessment processes are not compromised. The RTO has policies and procedures in place for dealing with assessment malpractice.

What is cheating?

Cheating within the context of the study environment means dishonestly presenting an assessment task or assessment activity as genuinely representing your own understanding of and/or ability in the subject concerned.

Some examples of cheating are:

- Submitting someone else's work as your own whether you have that person's consent or not.
- Submitting another author's work as your own without proper acknowledgement of the author.
- To allow someone else to submit your own work as theirs.
- To use any part of someone else's work without the proper acknowledgement.

There are other forms of cheating not contained in this list. These are merely given as examples. If you are unsure about whether any particular behaviour would constitute plagiarism or cheating, please check with your trainer prior to submitting your assessment work.

What is Collusion?

Collusion is the presentation of work, which is the result in whole or in part of unauthorised collaboration with another person or persons. It is your responsibility to ensure that other students do not have the opportunity to copy your work.

What is Plagiarism?

Plagiarism is a form of cheating and includes presenting another person's or organisation's ideas or expressions as your own. This includes, however is not limited to copying written works such as books or journals, data or images, tables, diagrams, designs, plans, photographs, film, music, formulae, websites and computer programs.

What are the Penalties for Plagiarism or Cheating?

If a trainer suspects that you are cheating, they will investigate further to gather evidence supporting their suspicion. This may involve reviewing learning resources, conducting online searches, and comparing previous or current students' work. If sufficient evidence is found, the trainer will report their concerns to the Training Manager. From there, the following process will be followed:

1. The RTO assessor will contact you in writing, outlining their concerns with your submitted work.

2. You will then have an opportunity to respond to any allegations of cheating or plagiarism.

3. If the Training Manager's investigation confirms that you have engaged in cheating or plagiarism you will be advised of one of the following consequences:
    - If it is determined that your offence committed is minor or unintentional, you will be asked to resubmit your work and be given a formal warning in writing by our Training Manager OR
    - If it is determined that your offence committed is of a serious and intentional nature you will be un-enrolled in that unit immediately and have to re-enrol if you wish to complete that unit. Your result for that unit will be recorded as Not Competent. A cheating/plagiarism note will also be recorded against your student file. Notification of any such decision will be made in writing by our Training Manager.

4. If the conduct is repeated or if the initial conduct is of a very serious nature (as determined by our Training Manager), such as knowingly falsifying assessment evidence, the student's enrolment may be terminated. In cases of termination, all fees paid will be non-refundable.

What if I don't agree with the decision?
If you disagree with the decision or the penalty imposed, you are entitled to lodge an appeal in accordance with the Appeals Policy and Process. For more information, you may refer to the Complaints and Appeals section of the Student Handbook.

How do I avoid Plagiarism or Cheating?
Students are advised to note the following advice to avoid claims of plagiarism or cheating:

- Always reference other people's work. You may quote from someone else's work (for example, from websites, textbooks, journals or other published materials) but you must always indicate the author and source of the material.
- Always reference your sources. You should name sources for any graphs, tables or specific data, which you include in your assignment.
- You must not copy someone else's work and present it as your own.
- You must not falsify assessment evidence.

Code of Conduct

All The Graham Centre for Leadership & Influence (GCLI) participants are expected to take responsibility for their own learning and behaviour during both training and assessment. Any breach of discipline will result in the participant being given a 'written warning.' Further breach will result in a participant being asked to 'show cause' as to why they should not be excluded from further participation in the program. A third breach will result in instant dismissal from the training environment. Where a breach is deemed as of a serious nature, as determined by the Training Manager, the student's enrolment may be terminated. In instances of dismissal and termination of enrolment, all fees paid will be non-refundable.

Personal interaction such as staff-to-student and student-to-student, is expected to be respectful. An aggressive manner or degrading and abusive language will be considered contrary to the Code of Conduct and a breach of discipline. Following are further instances of breaches to the Code of Conduct.

Discrimination

Discrimination means treating a person less favourably than another because of a personal attribute that they may have. Under State and Federal equal opportunity laws, discrimination based on attributes is unlawful. The attributes that can initiate a discrimination claim include:

- Gender
- Sexual orientation
- Age
- Race
- Religion
- Marital status
- Disability
- Colour
- Nationality
- Ethnicity
- National origin

Harassment

Harassment is any behaviour that is unwelcome, offends, humiliates or intimidates the person being harassed. The Graham Centre for Leadership & Influence (GCLI) does not tolerate harassment. Disciplinary action will be taken against any employee or student involved in such behaviour. From a staff perspective, this may include termination of employment. From a student perspective, enrolment may be terminated, and all fees paid will be non-refundable.

Examples of verbal harassment

- Racist comments or jokes.
- Spreading rumours.
- Comments or jokes about a person's disability, pregnancy, sexuality, age, religion etc.
- Threats, insults or abuse.
- Offensive obscene language.

Physical Assault/Abuse

Physical abuse is an act of another party involving contact intended to cause feelings of physical pain, injury, or other physical suffering or bodily harm. Physical abuse will not be tolerated, and instances of physical abuse will result in instant termination of the student's enrolment.

Some examples of physical abuse include:

- Striking
- Punching
- Pushing, pulling
- Slapping
- Striking with an object

- Excessive pinching on the body
- Kicking
- Tripping
- Kneeing
- Strangling
- Head-butting
- Placing in stress positions (tied or otherwise forced)
- Cutting or otherwise exposing somebody to something sharp
- Throwing or shooting a projectile
- Blinding a person or causing impairment of sight.
- Biting
- Eye poking

Change of Personal Details

Students are required to ensure their personal details that are recorded with The Graham Centre for Leadership & Influence (GCLI) are always up to date. Students must inform Student Services of any changes in personal details immediately in writing. If the student has an applicable loan and/or financial arrangement, it is the student's direct responsibility to notify the financial service provider (e.g. Debit Success) of any change in personal details that may adversely affect payment arrangements.

All certification documentation will be sent to the email address and/or posted to the mailing address provided by the student.

Evaluation and Feedback

As a matter of quality assurance and continuous improvement, The Graham Centre for Leadership & Influence (GCLI) relies heavily on the feedback from students. The RTO requires all students to complete various feedback and evaluation forms.

At the end of the training, students will be asked to provide feedback by completing a Learner Questionnaire and Course Feedback Form. The Learner Questionnaires may also be emailed to a student. Participation in the survey is highly valued but voluntary. The RTO will fully protect the student's anonymity and the confidentiality of the student's response within the limits of the law.

Making the Most of your Training

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

1. Attend all training sessions and complete all required reading and learning activities;
2. Prepare well in advance of each training session;
3. Be a willing participant;
4. Work with fellow VET students;
5. Respect other people's opinions;

6. Ensure you have a clear understanding of the assessment requirements;
7. Take responsibility for the quality of evidence that you submit to your assessor;
8. Keep track of your progress;
9. Complete and submit all assessments on time, tasks using clear and concise language;
10. Be willing to contact your trainer/assessor if you do not understand the training activity or assessment task.

COURSE INFORMATION

All training programs The Graham Centre for Leadership & Influence (GCLI) provides are registered under nationally endorsed training packages. These training programs are competency-based, which means that training and assessment focus on the development and recognition of a person's ability to apply relevant knowledge and skills to perform workplace tasks to a specified standard.

Training Programs

The specific skills and knowledge required for particular activities are set out in Units of Competency which can be grouped together to formulate the completion of a nationally recognised qualification. Nationally recognised qualifications are outlined in training packages. These can be viewed at www.training.gov.au.

Competency Based Training

All programs delivered by The Graham Centre for Leadership & Influence (GCLI) are assessed under the principles of Competency-Based Training. The aim of Competency-Based Training is to assess the student's ability to complete the activities in each unit.

The RTO will assess the student's ability (or competence) to carry out the activities in each unit of competency.

Competencies are normally expressed in terms of a unit of competency. For example, if you were working in a retail store, a unit of competency might include "use point of sale equipment." Competencies include the skills and tasks that are required in the workplace. When a student is being assessed on these activities, the student will be required to perform the activity to the level required in the workplace.

All assessment results are recorded in the Student Management System. Students have access to their assessment outcomes via the student portal or by request.

Certification documents are issued from the results recorded in our Student Management System.

Mode of Delivery

The Graham Centre for Leadership & Influence (GCLI) provides flexible and student-centric training tailored to each student's needs. The Graham Centre for Leadership & Influence (GCLI)'s courses are offered through various modes to best accommodate the student's diverse requirements.

Online Distance

The Online Distance mode of delivery is designed for students who prefer a remote learning environment, allowing them to study at their own pace from any location. In this mode, students receive comprehensive online access to:

- Course learning materials
- Assessment tools
- Student forums
- Additional resources

Students have the flexibility to progress through the material according to their schedules, making it ideal for those with work or family commitments.

Online

The Online mode of delivery provides an interactive online platform where students engage with instructors and peers. This mode focuses on creating an engaging and interactive environment through:

- Real-time or asynchronous lessons
- Discussion forums
- Virtual workshops
- Online assessments

Students can access these resources from anywhere while benefiting from scheduled activities that encourage interaction and immediate feedback.

Please refer to the specific course brochures and our website for more information on the delivery options available for each program. Student services are available to answer any questions regarding our course offerings and mode of delivery.

Computer Specifications and Requirements

The software requirements to ensure the course materials are accessible are as follows:

- Latest versions of Word and Adobe Reader are required
- Some applications (videos) will require the latest version of Flash-Player
- The RTO recommends Google Chrome as an Internet Browser most compatible with the student portal.

The RTO recommends an internet speed of at least 5mpbs. You can check your internet speed with free speed checkers such as this one. Slower connections may suffice for accessing your materials through Adobe Reader. However, you may experience quality and downloading issues with other multimedia resources. The RTO aims for maximum operational efficiency with its high-quality SMS; however, from time-to-time outages may occur, but these will be attended to as quickly as possible.

Evidence Requirements

Evidence is the material proof that you have performed the specified competency or task to the required standard. Your evidence requirements will be determined by the Unit of Competency, employability skill requirements, industry expectations, government regulations, and your qualifications and current experience. Evidence can take many forms, and you will be required to present more than just one piece of evidence.

Assessment tools that the RTO will provide to you set out the exact requirements for evidence for each unit/module.

Examples of evidence could include one or more of the following:

1. Specific assessment tasks set by your assessor
2. Observation reports
3. Certificates and awards

4. Examples of work completed or special projects
5. Current licenses
6. Position descriptions and performance reviews
7. Third party reports
8. Question responses
9. Tests

Your evidence must also demonstrate the following:

- 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

Assessment

Assessment is defined as the process of collecting evidence and making judgements on the nature and extent of progress towards the performance requirement set out in a (competency) standard, or learning outcome, and, at the appropriate point, making a judgement as to whether competency has been achieved.

Assessment is the process of collecting evidence and making judgements on whether competency has been achieved. To be marked as **'Competent' (C)**, you must receive a **'Satisfactory' (S)** mark in *every* assessment task. You will need to provide evidence which demonstrates that you have the essential knowledge and skills to successfully complete the relevant unit to the required standard. You have to demonstrate that you can do the task safely and with confidence to the required industry standard as outlined in the Unit of Competency.

An assessment of **'Not Yet Satisfactory' (NYS)** is not a failing mark. It is simply a request for more information or further confirmation of the knowledge and skills required. Your trainer will provide feedback if you receive this mark to guide your resubmission. You will be allowed to resubmit the assessment with the required rectifications or repeat the task until you achieve a **'Satisfactory' (S)** result. You will be given a limit of three (3) attempts.

Assessment, within competency-based approaches to learning, is criterion-referenced. This means it identifies an individual's achievements of defined outcomes rather than relating their performance to that of other VET students or trainees.

Assessment methods used may include:

- Demonstration.
- Observation.
- Work samples.

- Workbook activities.
- Oral presentations.
- Role plays or simulation.
- Projects

Principles of Assessment

There are four key principles that are a part of the assessment process:

Fairness	The individual student's needs are considered in the assessment process. Where appropriate, reasonable adjustments are applied by the RTO to consider the individual student's needs. The RTO informs the student about the assessment process and provides the student with the opportunity to challenge the result of the assessment and be reassessed if necessary.
Flexibility	Assessment is flexible to the individual student by: • reflecting the student's needs; • assessing competencies held by the student no matter how or where they have been acquired; and • drawing from a range of assessment methods and using those that are appropriate to the context, the unit of competency and associated assessment requirements, and the individual.
Validity	Any assessment decision of the RTO is justified, based on the evidence of performance of the individual student. Validity requires: • assessment against the unit/s of competency and the associated assessment requirements covers the broad range of skills and knowledge that are essential to competent performance; • assessment of knowledge and skills is integrated with their practical application; • assessment to be based on evidence that demonstrates that a student could demonstrate these skills and knowledge in other similar situations; and • judgement of competence is based on evidence of student performance that is aligned to the unit/s of competency and associated assessment requirements.
Reliability	Evidence presented for assessment is consistently interpreted and assessment results are comparable irrespective of the assessor conducting the assessment.

Rules of Evidence

The Rules of Evidence are closely related to the principles of assessment and provide guidance on the collection of evidence to ensure that it is valid, sufficient, authentic and current as follows:

Validity	The assessor is assured that the student has the skills, knowledge and attributes as described in the module or unit of competency and associated assessment requirements.
Sufficiency	The assessor is assured that the quality, quantity and relevance of the assessment evidence enables a judgement to be made of a student's competency.
Authenticity	The assessor is assured that the evidence presented for assessment is the student's own work.
Currency	The assessor is assured that the assessment evidence demonstrates current competency. This requires the assessment evidence to be from the present or the very recent past.

Assessment Results

The Graham Centre for Leadership & Influence (GCLI) provides assessment results to students as soon as possible. These results are available through your student login account. Assessment results are confidential at all times and will not be given to any other party unless a written request signed by the student is received in advance.

Reasonable Adjustment

Students with disabilities or learning difficulties are encouraged to discuss with The Graham Centre for Leadership & Influence (GCLI) any 'reasonable adjustment' to learning and assessment processes that they consider would be necessary or assist them in the performance of their studies.

Careful consideration will be given to any requests for reasonable adjustment of this nature, and where reasonably practicable, such adjustments will be made. There may, however, be circumstances where it will not be reasonable or reasonably practicable for us to accommodate or where other adjustments may be more appropriate. Reasonable adjustments cannot compromise the integrity of competency-based training and assessment.

Extensions for Assessment

It is expected that all assessment tasks are handed in on the due date. Should you require additional time to complete an assessment, you must communicate with your assessor and apply for an extension. Standard extension fees are as follows: $149 for each additional month requested beyond the student's original course end date. (Extension can only be allowed for another month beyond the original course end date). No refund will be approved for any extension period not utilised.

Additional Submission and Support

Further submission attempts may be provided only at the RTO's discretion. Students may request up to three (3) submission attempts—approval will be at the discretion of the training management. This discretion will rely on the quality of previous submissions and the consideration of the student making progress through extra effort of the student to address the feedback required.

Should the 3 submission attempts be insufficient to gain competency OR if a discretionary attempt is not granted due to insufficient evidence of extra work, students will have the opportunity to purchase re-submissions/re-

assessments for $149 per submission. The student is advised to speak to Student Services to assess the need for course extension and/or Student Services.

Awards

Once a student has successfully completed all assessment requirements for their applicable course, the student will be issued with certification documentation.

Students who have not met all requirements for the course or students who withdraw from a course and have paid relevant fees have the right to receive a Statement of Attainment for the units of competency they have been deemed competent.

Students should note that if they are paying for their course via the payment plan option, they will be unable to receive their qualification or statement of attainment until course fees are paid in their entirety.

The Qualification or Statement of Attainment will be emailed to the current email address and mailed to the current address noted in the Student Management System. The student should allow 30 calendar days from the date of completion of the course for the issuance of your award.

Important Information regarding awards at The Graham Centre for Leadership & Influence (GCLI)

- Awards will only be issued to students whose financial status with the RTO is up to date
- It is the responsibility of the student to understand their obligations with regard to fees due for units studied
- For a student to be eligible to receive an award, the student must successfully complete all the units listed
- Training package courses have been submitted to the regulatory authorities, and all units specified in that course are the subjects a student must complete to be eligible to receive that award.

Certification documents can be re-issued to a student upon written request. Replacement certification documentation will incur a fee of **$50 per request**.

See the Certificate Issuance Policy for more details.

Course Delivery

The Graham Centre for Leadership & Influence (GCLI) ensures the following resources are in place:

- Trainer and assessor with appropriate qualifications and experience;
- Course materials appropriate to the methods of delivery and assessment requirements;
- All necessary copyright authorisations;
- Appropriate equipment and facilities.

The training and assessment methods the RTO uses meet specific quality requirements and are chosen to best suit the unit of competency while considering the learning style of the student.

A number of delivery methods will be used throughout the training to help you achieve the necessary skills. Learning is a partnership that involves participation from all involved.

Delivery methods may include, but are not limited to:

- practical demonstrations
- audio/visual presentations
- group participation/ discussions
- trainer/facilitator instruction
- practical activities
- self-paced activities
- individual projects
- workplace-based training
- case studies.

Recognition of Prior Learning (RPL)

All students have the right to seek recognition of prior learning. 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. Clear guidance on the RPL process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

The Graham Centre for Leadership & Influence (GCLI) believes that no student should be required to undertake a unit of competency for which they are already able to demonstrate satisfactory achievement of the performance outcomes, as stated in the endorsed training package or nationally recognised course. All RPL assessments must align with The Graham Centre for Leadership & Influence (GCLI)'s assessment system and comply with the Principles of Assessment and Rules of Evidence.

The RTO aims to maximise the recognition of a student'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. Students who consider they already possess the competencies identified in all or part of any course/qualification the RTO offers may seek recognition.

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 Student Services, who will provide the information you need to complete an application.

Recognition Process

Recognition is a method of assessing if you have evidence of competency for a particular unit of competency that you are enrolled in. It is important to remember that recognition is an assessment process, not an assumption of competence.

Recognition is the determination, on an individual basis, of the competencies obtained by a student through:

- previous formal/informal training;
- work experience; and/or
- life experience.

Recognition, therefore, determines the subsequent advanced standing to which the student is entitled in relation to a course/qualification. The main focus of recognition is what has been learned rather than how,

where or when it was learned. Recognition focuses on both the demonstration of competence and the currency of that competence to industry standards.

It is important to note that the student must provide evidence and demonstrate their pre-existing competence to justify a claim for recognition and satisfy each requirement of the Unit(s) of Competency they're applying for.

Any documents that you provide to support your claim of competency must be originals rather than copies. Your original documents will be photocopied and handed back to you. It is also expected that any evidence submitted is your own and, if any part of the work is the work of others, that this is formally acknowledged and advised.

Recognition Decision

Regardless of the type of evidence that you submit, the RTO assessor will ensure that your submission meets the following criteria:

- Full requirements of the Unit(s) of Competency;
- Any regulatory requirements;
- Authenticity - That it is your own evidence and can be authenticated;
- That you can perform the competency consistently and reliably;
- Is at the standard expected in the industry and set out in the Australian Qualification Framework (AQF);
- Sufficiency - There is sufficient evidence to make a judgement.

The recognition process may include the necessity to demonstrate the application of skills. Where it is identified that this is required to assist the assessor in their judgement of competency, this will be arranged at either the student's workplace or within a training facility.

The RTO is committed to ensuring that all judgements made by your trainer against the same competency standards are consistent. Your trainer will examine the evidence that you present and then make a judgement on that evidence which will be either:

- Competent (C) - you have been deemed competent against all the requirements of the Unit/s of Competency
- Not Yet Competent (NYC) - you have not yet demonstrated competency to all requirements.

Your trainer will advise you of the outcome of your application for RPL and advise where gap training and/or assessment is required.

Credit Transfer

The Graham Centre for Leadership & Influence (GCLI) recognises the AQF qualifications and Statements of Attainment issued by other Registered Training Organisations (RTOs). All students have the right to seek credit transfer for previously completed units of competency. Where a student has completed a unit/s of competency prior to enrolment that is included in the RTO's scope, the student may apply for recognition. This may result in the student not having to complete the same unit of competency again. This is known as credit transfer. Clear guidance on the credit transfer process, including eligibility and requirements, can be found in the RPL and Credit Transfer Policy and Procedure.

Should you wish to seek a credit transfer, contact Students Services for a Credit Transfer Form. All credit transfer decisions will be formally documented, and students will receive written notification of the outcome, including reasons for the decision.

In cases where licencing or regulatory restrictions impact credit transfer eligibility, these restrictions will be acknowledged, and any rejections will be justified.

To ensure fairness and consistency, The Graham Centre for Leadership & Influence (GCLI) has enhanced monitoring and continuous improvement mechanisms for its credit transfer processes.

See the RPL and Credit Transfer Policy for more details.

POLICIES AND PROCEDURES

Access and Equity

The Graham Centre for Leadership & Influence (GCLI) is committed to ensuring that all students have equitable access to education and training in a safe, inclusive, and supportive learning environment. This policy ensures compliance with the Standards for RTOs (2025) and relevant Australian legislation by embedding inclusive practices across recruitment, training, assessment, and student support services.

The Graham Centre for Leadership & Influence (GCLI) supports government policy initiatives and provides access to training for all those seeking to undertake it. Student selection criteria are non-discriminatory, ensuring fair access to training, particularly for disadvantaged students.

The Graham Centre for Leadership & Influence (GCLI) will take affirmative steps to remove barriers to participation, particularly for First Nations students, people with disabilities, culturally and linguistically diverse (CALD) students, neurodivergent students, and students from diverse socio-economic backgrounds. This includes implementing culturally safe, trauma-aware, and flexible learning practices to improve student retention and completion rates.

In addition, the RTO liaises with agencies and government departments to provide assistance in matters of language, literacy, and numeracy difficulties to further support student success.

Complaints and Appeals Policy

Complaints

The Graham Centre for Leadership & Influence (GCLI) supports a student's right to lodge a complaint if they feel they have been treated unfairly. The organisation is committed to providing quality training and assessment services by fostering a fair, supporting and transparent environment where complaints are effectively managed. Complaints are welcomed as a means of ensuring that the organisation identifies and overcomes problems faced by students and provides an opportunity to improve the business and the delivery of its training programs.

1. Before lodging a complaint, students are all encouraged to first attempt to resolve their issues informally. This can often lead to a quicker and more satisfactory resolution.

2. If you have a concern, please talk to your trainer or contact Student Services at 1300 567 116 or via admin@gcli.com.au. They will work with you to try and resolve the issue promptly and informally.

3. If you are not satisfied with the outcome of the informal resolution process, you have the right to lodge a formal complaint.

4. Formal complaints must be submitted *in writing* and lodged through the Complaints Lodgement Form. You can access the form through the website or our staff.

5. Upon receipt of your formal complaint, the RTO will acknowledge it *in writing* with an email response within 5 working days. This will confirm that the RTO has received your formal complaint, and the Complaints Officer will outline the next steps in the resolution process.

6. The Complaints Officer will initiate a transparent and participative process to resolve your complaint. This may involve discussions with relevant parties, review of documentation, and other necessary steps to address the issue fairly.

7. The Graham Centre for Leadership & Influence (GCLI) is committed to resolving formal complaints within 30 calendar days, where possible. You will be kept informed throughout the process and notified by the Complaints Officer in writing of the outcome via email.

Where the student remains unsatisfied with the outcome:

- The student has the right to request a review of the formal complaint by an independent party.
- The student will be responsible for the costs of the independent review.
- The organisation will cooperate fully with the independent review.
- The organisation will provide information about external escalation options, such as the National Training Complaints Hotline or the Training Ombudsman.
- Confidentiality is maintained throughout the process and complainants' data is periodically reviewed to identify trends and improvements.

The Graham Centre for Leadership & Influence (GCLI) will aim to complete this complaints process as quickly as possible. Where a complaint takes more than 60 days to be resolved, the Complaints Officer will advise and inform the complainant in writing through email and provide regular updates.

Appeals

The Graham Centre for Leadership & Influence (GCLI) support the rights of a student to lodge an appeal against any decision made by The Graham Centre for Leadership & Influence (GCLI) and will not impair that right in any way. The organisation ensures all appeals are handled impartially by individuals who are not directly involved in the issue, ensuring procedural fairness.

Any student wishing to appeal a decision made by The Graham Centre for Leadership & Influence (GCLI) should follow the steps outlined below.

1. Before lodging an appeal, students are encouraged to first attempt to resolve it informally by contacting the Complaints Officer at 1300 567 116 or admin@gcli.com.au. This initial contact provides an opportunity to discuss the decision made by The Graham Centre for Leadership & Influence (GCLI), clarify any misunderstandings, and present any supporting evidence.

2. The student should clearly explain why they believe the decision made by The Graham Centre for Leadership & Influence (GCLI) is incorrect and should provide evidence that supports their claim. The Complaints Officer will review the information and attempt to resolve the appeal informally.

3. If the student is still not satisfied with the outcome of the informal resolution process, they may submit a formal appeal in writing using our Appeals Lodgement Form on the website or to relevant staff.

4. Upon receipt of the formal appeal, our Complaints Officer will acknowledge the appeal within 5 working days in writing through an email response. The acknowledgment will confirm receipt of the appeal, provide a summary, and outline the next steps in the appeals process.

5. The Complaints Officer will initiate a fair and transparent process to review the formal appeal. This may involve:
    a. Re-examining The Graham Centre for Leadership & Influence (GCLI)'s original decision and the evidence provided by the student.
    b. Consulting with relevant staff who were involved in the original decision made by The Graham Centre for Leadership & Influence (GCLI).
    c. If necessary, engaging an independent and impartial reviewer to ensure fairness and objectivity.

6. The organisation is committed to resolving formal appeals within 30 working days where possible. The Complaints Officer will ensure that each step in the review process is conducted promptly and efficiently.

7. Once the review has been completed, the student will be advised by the Complaints Officer in writing of the outcome of their formal appeal. The written notification emailed to the student will include:
    a. The final decision regarding the formal appeal.
    b. The reasons for the decision, including reference to the evidence and criteria used in The Graham Centre for Leadership & Influence (GCLI)'s decision-making process.
    c. If applicable, information on any further actions to be taken.

If the student is still not satisfied with the outcome of the formal appeal, they can follow the process below:

- The student has the right to request a review of the appeal by an independent party.
- The student will be responsible for the costs of the independent review.
- The Graham Centre for Leadership & Influence (GCLI) will cooperate fully with the independent review.
- The Graham Centre for Leadership & Influence (GCLI) will provide information on external appeal options, such as relevant regulatory bodies.

The Graham Centre for Leadership & Influence (GCLI) will aim to complete this appeal process as quickly as possible. Where an appeal will take more than 60 days to be resolved, the RTO will advise and inform the appellant in writing. The organisation will also periodically review appeals data to identify trends and make necessary improvements.

See the Complaints and Appeals Policy and Procedure for more details.

Transition of Superseded Courses

The nationally recognised training courses The Graham Centre for Leadership & Influence (GCLI) delivers may be superseded by a new training product. If the Jobs and Skills Council (JSC) deems the new product equivalent, The Graham Centre for Leadership & Influence (GCLI)'s scope is updated automatically.

If the replacement product is not equivalent, The Graham Centre for Leadership & Influence (GCLI) must apply for scope addition and receive approval before enrolling or transitioning VET students.

Students will be transitioned to the updated course as soon as practicable and no later than 12 months from the qualification's publication on the national register. After this period, the VET Regulator will remove the superseded product from The Graham Centre for Leadership & Influence (GCLI)'s scope, and:

- No enrolments or training in the superseded product can occur.

- No qualifications/statements of attainment can be issued, except for reprints.

VET students must either:

- Complete their training within a reasonable timeframe (case-by-case basis), OR
- Transition to the replacement qualification.

**JSCs may recommend adjustments to transition timelines due to safety risks or licensing requirements.*

Transition fees, if applicable, will be advised.

Student Records

All student records are subject to the RTO's Privacy Policy and RTO Reporting and Records Management Policy. However, students may reasonably access their files by notifying the organisation. The management will endeavour to give students prompt access to their own files where reasonable notice is given.

The Graham Centre for Leadership & Influence (GCLI) will provide students with timely access to their participation and progress throughout the training course.

Procedure

1. Students are able to view their grades, trainer feedback and the list of completed units via the student Portal. For any other requests on their course progress students are to contact student support by admin@gcli.com.au. Students must list their full name, date of birth, address, course enrolled and Student ID.

2. Alternatively, students can send a written request to: 63-73 Ann Street, Surry Hills, NSW, 2010 .

3. Students will receive notification that the request has been received, and the RTO may contact them to obtain further information.

4. The RTO will then issue a letter of confirmation outlining student results for the course within 7 working days of receiving the request. Students will receive this information by email.

Record Keeping Policy for Assignments and Student Information

The Graham Centre for Leadership & Influence (GCLI) has effective administrative and records management procedures to ensure student data is securely maintained. Enrolments, student records, qualifications, and Statements of Attainment are entered into the Student Management System (SMS/LMS) and archived electronically for at least 30 years. These records will remain accessible and, in the event of RTO closure, will be forwarded to a suitable site. All organisational documents and emails are stored on a secure system network (server) with regular backups.

Assessment results are recorded in the SMS/LMS and stored in the student's training file. Physical assessment paperwork is secured in a lockable cabinet for two years before being archived. Electronic copies are retained in the SMS/LMS for at least two years after a student ceases enrolment. The organisation also maintains secure records of course payment receipts, enrolment confirmations, and financial transactions, which are available upon request.

The organisation ensures all essential student data is securely stored, including course progress, attendance, provider transfer requests, complaints, appeals, course credit, deferments, enrolment variations, and assessment outcomes. Personal details, including current residential address, contact details, and tuition payments, are also recorded in accordance with the Privacy Policy. Copies of written agreements and outstanding fees are securely maintained, along with details on fees for student record access.

Fee Payment and Refund Policy

The Graham Centre for Leadership & Influence (GCLI) has developed a fair and equitable process for determining course fees, refunds and payment options. Please refer to the individual course brochures or our website for the course fees.

You must advise GCLI of cancellation in writing or by email. The $199 enrolment administration fee may be deducted from any refund otherwise payable only after your SMS status has changed to "Enrolled" and GCLI has confirmed your enrolment in writing. The fee will not be deducted if you withdraw before enrolment confirmation, GCLI declines your application, GCLI cancels or cannot deliver the agreed course, GCLI approves a waiver, or a deduction would be inconsistent with Australian Consumer Law. Refer to the Fee Administration and Refund Policy for full refund conditions.

No refund is provided for cancellations outside of the refund period, though some cases may be considered, subject to the management's discretion. In the case of online learning, training and assessment are deemed to have commenced once the student has been issued a username and login, and these have been used to access the online material.

Cancellation and Refunds

The Graham Centre for Leadership & Influence (GCLI) has a refund period whereby refunds are allowed for any reason, including change of mind, known as the 'Refund Period.' No refunds will be issued for cancellations outside of the refund period.

The 'refund period' is defined as **7** calendar days from the date the student has been 'officially enrolled'—this means all pre-enrolment and enrolment steps have been completed, and the student is deemed suitable for the course.

If you do not notify The Graham Centre for Leadership & Influence (GCLI) in writing within the refund period, you will not be eligible for a refund. All refunds will be paid to the person or the organisation that originally paid the fees. Refunds will be paid within four calendar weeks of the date the request is received.

If you wish to terminate your studies before the completion of your course, you must first complete a Refund Request Form, available on the website and Student Services. In cases where fee payment instalments have been negotiated, you will still be liable to pay any and all outstanding fees to The Graham Centre for Leadership & Influence (GCLI) before the termination of enrolment. 'Outstanding fees' refer to all due payments for training and/or assessment services rendered by The Graham Centre for Leadership & Influence (GCLI) to the student before withdrawal of training is officially approved. The Graham Centre for Leadership & Influence (GCLI) reserves the right to pursue recovery of any and all fees owed by any and all means legally allowable.

For refund applications within the refund period, the Refund Request Form must be received by The Graham Centre for Leadership & Influence (GCLI), within the refund period. A refund of the course fee, less the applicable

administration fees, will only be issued if all the above criteria have been met and the student has no previous outstanding monies with The Graham Centre for Leadership & Influence (GCLI).

This refund policy does not remove your right to take further action under Australia's consumer protection laws and Cooling-off period.

Special Consideration

The RTO understands that some students may experience prolonged difficulties that may impact their ability to complete their course or a significant disadvantage as a result of a course change due to updates in the training packages that may not be addressed by:

- Extending the maximum duration of your course
- Providing additional learning support services
- Facilitating your Transfer to a different course; or
- Providing you with the option to complete an older version of the course (subject to availability and compliance with relevant regulations)

In such cases, students should apply for special consideration via email.

The Graham Centre for Leadership & Influence (GCLI) may grant special consideration in circumstances where:

- you are up to date with all course fees; and submit a special consideration request via email, including the relevant sections completed by a medical doctor (where applicable) and any other requested additional supporting documentation
- you have applied for and been granted a course deferral, and the circumstances under which you were granted a course deferral are continuing and serious circumstances which will materially affect your ability to continue with your course; or
- there has been a material change to your course resulting in material disadvantage to you which cannot be addressed as mentioned above.

If special consideration is granted, The Graham Centre for Leadership & Influence (GCLI) may agree to:

- an extension of the duration of the course;
- provide you with additional support services;
- release you from the payment of future instalments; and/or
- grant a pro-rata refund of the Course Fees (considering the portion of the course that has been completed and the costs associated with the provision of learning materials).

Without limitation, special consideration will not be given if:

- you change jobs;
- your work hours change;
- you move address (including interstate or international moves);
- your course changes as a result of a regulatory change governing The Graham Centre for Leadership & Influence (GCLI);
- you find the course more difficult, time-consuming or stressful than you had expected; or
- you are made redundant, retrenched, or otherwise resign from, terminate your employment, or have your employment terminated.

Exceptions

In the unlikely event that The Graham Centre for Leadership & Influence (GCLI) is unable to deliver your course in full:

- you will be offered a refund for the part of your course that has not been assessed
- The refund will be paid to you within two weeks of the date on which the course ceased being provided
- Alternatively, you may be offered enrolment in a suitable alternative course at no additional cost to you. You have the right to choose whether you would prefer a refund for the part of your course that has not been assessed or to accept a place in another course.

Privacy Policy

The Graham Centre for Leadership & Influence (GCLI) will follow the Australian Privacy Principles of the Commonwealth Privacy Act 1988 in the management of all student and staff information, however, allowing access to all information as required by relevant National and State Training Authorities for the purpose of monitoring and/or auditing The Graham Centre for Leadership & Influence (GCLI)'s operations as an RTO.

The purpose of the privacy policy is to:

- describe the types of personal information that the organisation collects, holds, uses and discloses;
- outline the RTO's personal information handling systems and practices;
- enhance the transparency of the management of personal information;
- explain the RTO's authority to collect personal information, why the RTO may hold it, how it is used and how it is protected;
- notify whether the organisation is likely to disclose personal information and, if so, to whom;
- provide information on how personal information can be accessed, correct it if necessary and complain if you believe it has been wrongly collected or inappropriately handled.

See the Privacy Policy for more details.

Student Handbook

VERSION CONTROL

Version Control Table					
Date	**Summary of Modifications**	**Modified by**	**Version**	**Date of Implementation**	**Next Review Date**
6/04/2026	Document creation	The Graham Centre for Leadership & Influence (GCLI)	v. 1.0	7/07/2026	7/07/2026

RTO INFORMATION

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RTO/Company Name	The Graham Centre for Leadership & Influence (GCLI)
ABN	35 692 257 551
RTO Code	#46628
Phone	1300 567 116
Email	admin@gcli.com.au
Manager	RTO Manager
Website	www.gcli.com.au
Address	63-73 Ann Street, Surry Hills, NSW, 2010