SECTION 8 — STUDENT HANDBOOK

1. Welcome to I4BLD TRAINING

Welcome to the Institute for Business & Leadership Development (I4BLD TRAINING). We are committed to delivering high-quality, industry-relevant training that supports your career development and workplace performance.

This handbook explains your rights, responsibilities, and the support available to you throughout your training journey.

2. About I4BLD TRAINING

Our Mission To deliver premium, corporate-focused training that builds capability, confidence, and leadership across business and supply chain industries.

Our Commitment to You

- High-quality training and assessment
- Industry-relevant learning
- Fair and transparent processes
- Safe and inclusive learning environment
- Responsive student support

3. Key Contact Information

Student Support: ibldenquiries@outlook.com **Training Manager:** ibldenquiries@outlook.com **Complaints & Appeals:** ibldenquiries@outlook.com **General Enquiries:** ibldenquiries@outlook.com

4. Your Training Journey

Your training includes:

- Enrolment
- Pre-Training Review (PTR)
- LLN assessment
- Training delivery
- Assessment
- Feedback and support

- Completion and certification

Each step is designed to ensure you are supported and set up for success.

5. Enrolment Process

To enrol, you must:

- Complete the enrolment form
- Provide identification
- Complete the PTR
- Complete the LLN assessment
- Agree to the terms and conditions

I4BLD TRAINING will confirm your eligibility and issue a training plan.

6. Language, Literacy & Numeracy (LLN)

All students complete an LLN assessment to identify support needs. If support is required, you may receive:

- Additional trainer time
- Adjusted materials
- Individual Support Plan (ISP)
- Reasonable adjustments

LLN support is free for all enrolled students.

7. Student Support Services

We provide support for:

- LLN
- Digital literacy
- Assessment preparation
- Study skills
- Wellbeing referrals
- Reasonable adjustments

If you need help at any time, contact Student Support.

8. Your Rights

As a student of I4BLD TRAINING, you have the right to:

- Quality training and assessment
- Fair and transparent processes
- Privacy and confidentiality
- Access to support services
- Safe and inclusive learning environment
- Make a complaint or appeal without disadvantage

9. Your Responsibilities

You are expected to:

- Attend scheduled sessions
- Participate actively
- Submit your own work
- Follow workplace and safety procedures
- Communicate respectfully
- Notify I4BLD TRAINING if your circumstances change

10. Training & Assessment

Training Delivery Training may include:

- Online modules
- Virtual workshops
- Workplace tasks
- Simulated activities
- Coaching sessions

Assessment Methods

- Knowledge questions
- Practical tasks
- Workplace projects
- Observations
- Third-party reports

Assessment Principles All assessments are:

- Fair
- Flexible
- Valid
- Reliable

11. Reasonable Adjustments

I4BLD TRAINING provides reasonable adjustments to support equal access. Adjustments may include:

- Extra time
- Modified tasks
- Assistive technology
- Alternative formats

Adjustments must not compromise the integrity of the assessment.

12. Academic Integrity

You must submit your own work. Plagiarism, cheating, or collusion may result in:

- Reassessment
- Disciplinary action
- Withdrawal from the course

13. Complaints & Appeals

If you are unhappy with a decision or experience, you can:

1. Raise the issue informally
2. Lodge a formal complaint
3. Appeal an assessment decision

I4BLD TRAINING will:

- Acknowledge your complaint
- Investigate fairly
- Provide an outcome
- Ensure no disadvantage

14. Attendance & Participation

You are expected to:

- Attend scheduled sessions
- Engage with learning materials
- Complete assessments on time

If you cannot attend, notify your trainer.

15. Fees, Refunds & Withdrawals

Fees: Fees are outlined in your enrolment agreement.

Refunds: Refunds may apply if:

- You withdraw before training starts
- I4BLD TRAINING cancels a course

Withdrawals You may withdraw at any time by completing a Withdrawal Form.

16. Safety & Wellbeing

I4BLD TRAINING is committed to providing a safe learning environment. You must:

- Follow WHS procedures
- Report hazards
- Use equipment safely

Support is available for wellbeing concerns.

17. Privacy & Confidentiality

I4BLD TRAINING complies with privacy legislation. Your information is used only for:

- Training and assessment
- Regulatory reporting
- Support services

We do not share your information without consent unless required by law.

18. Certification

Upon successful completion, you will receive:

- A Qualification (if all units completed), or
- A Statement of Attainment (for partial completion)

Certificates are issued within **30 days** of completion.

19. Student Code of Conduct

Students must:

- Behave respectfully
- Use appropriate language
- Follow instructions
- Maintain academic integrity
- Respect diversity
- Not engage in bullying or harassment

Breaches may result in disciplinary action.

20. Technology Requirements

You will need:

- A computer or tablet
- Internet access
- Email
- Basic digital skills

Support is available if needed.