

LMA Code of Practice



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Introduction

As a Registered Training Organisation (RTO), Leadership Management Australia (LMA) is obliged to operate within the VET Quality Framework, which includes the Standards for National Vocational Regulator (NVR) Registered Training Organisations.

This Code of Practice provides the basis for the provision of high quality training and assessment services by LMA, under the registration of the Australian Skills Quality Authority (ASQA).

For the purposes of this Code “Participant” refers to any person participating in training delivered by this organisation. A “Client” is a person or organisation who may enter into a contract with this organisation for the delivery of training and/or services.

About LMA

Leadership Management Australia (LMA) has been creating exceptional results through people for over 40 years.

LMA is an Australasian business that works with organisations to boost their bottom line by:

- Developing the leadership of their key people
- Improving their employees’ performance and productivity.

LMA courses have already enhanced the leadership skills, performance, productivity and sales skills of over 120,000 people from thousands of organisations across Australia and New Zealand.

At LMA, we don’t train people – we develop them through our unique development process – and there’s a massive difference.

Information received through traditional training methods is quickly forgotten. However, if you can actually change and improve the way people think, work, interact and live, their value to your organisation will continue to grow indefinitely.

As a recognised leader of training and development in Australasia, the unique LMA process delivers permanent behavioural change, impacting people’s lives both personally and professionally.

1. ENROLMENT

1.1 Participant selection, enrolment and induction

Generally, Participants are nominated by employers to undertake programs. Information may be provided to LMA by employers about a Participant's job role and previous qualifications, to ensure the most appropriate course is offered. At all times we act ethically in selection of Participants and do not discriminate on grounds of gender, ethnicity, religion, political belief, family responsibility, sexuality or social and educational background.

There are no mandatory requirements for entry into our vocational qualifications, though Participants should possess, language, literacy and numeracy (LLN) skills that will see them achieve the relevant learning outcomes. Participants will be required to undertake a (LLN) assessment upon enrolment for the purpose of identifying additional support needs.

1.2 Unique Student Identifier (USI)

From 1 January 2015 all Participants undertaking accredited VET courses are required to have a USI number. The USI number allows all of a Participant's training records to be stored centrally in the National Registry. With a USI account a Participant can access details of their accredited training. LMA is unable to issue a Certificate or Statement of Attainment to Participant's without verifying their USI number.

1.3 Change of address, name or contact details

It is a requirement that we have the correct name and contact details for all Participants enrolled with us. If a Participant changes their address, name or contact details after enrolment they are required to update these details in the User Details screen on the Feedback Online (FBOL) system. Instructions for using the (FBOL) system are along with log in details are provided to Participants prior to course commencement.

2. COURSE ORIENTATION/INDUCTION

An Overview session is run for Participants and their Manager/Mentors prior to course commencement. The purpose of the Overview session is to ensure that all training and assessment information is provided prior to the commencement of the course.

Participants will receive information about the following:

- Details about the qualification/s in which they are enrolling
- Timeframes for completion
- Assessment processes
- Information on Literacy, Numeracy and Special Needs and Support Services
- Information on Recognition of Prior Learning (RPL) and Credit Transfer
- Complaints and Appeals Procedure
- Participants' and Employers' responsibilities in relation to training and assessment
- LMA's responsibilities in relation to training and assessment

Participants and Manager/Mentors are encouraged to contact the Facilitator or course Coach if they have any questions, or are not sure about any aspect of the course.

3. ATTENDANCE

Attendance and punctuality in workshops are important factors that contribute to successful completion of our courses. LMA expects Participants to attend at least of 80% of workshops to ensure they fully engage in the discussion of ideas and concepts that underpin successful completion of the learnings. Participants are asked to advise their facilitator in advance if they are unable to attend a workshop for any reason.

4. DEFERMENT OF STUDIES

For a Participant to be able to carry through credits for the work they have completed, there is a six (6) month deferment time-line for the period between when the Participant defers and when they may re-commence their course. The Participant must complete a “Participant Deferment/Transfer Application Form” and pay the appropriate Deferment/Transfer Fee (refer Deferment/Transfer Fees document). If the period is beyond 6 months they will be re-enrolled as a new Participant and will be required to re-do the course work. This will attract an additional standard facilitation fee. In the case where a Participant is no longer employed by the employer, so does not request a deferment, LMA will issue a Statement of Attainment for the units of competency completed. There is no cost to Participants for issuing statements of attainment, provided all course fees have been paid.

Traineeships must be completed with the nominal duration set for the qualifications by various state governments. In most cases, the maximum number of times a Participant can defer from a course within the nominal duration is twice. Participants who do not re-enrol to complete their course within the nominal duration will be required to re-commence their course as a new enrolment.

Participants and their Employer may be able to apply for an extension or temporary suspension of their traineeship, in some circumstances. An Australian Apprenticeships Centre (AAC) can provide advice about this process.

If a Participant withdraws prior to completion, LMA will issue a Statement of Attainment for the units of competency completed.

5. RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER REGISTERED TRAINING ORGANISATIONS (RTOS)

LMA recognises qualifications and statements of attainment issued by other RTOs. Originals or original certified copies of qualifications and statements of attainment issued by another RTO are accepted under Credit Transfer arrangements where the qualification or competence is considered equivalent to the one for which transfer is being granted.

Credit Transfers may also be granted on the presentation of an authenticated Vet Transcript issued by the National Registrar.

Where there is no direct correlation, the process of Recognition of Prior Learning (RPL) shall be conducted. This procedure provides Participants with the opportunity to have their skills and knowledge obtained through other training and work experience recognised and credited towards the qualification.

Participants interested in applying for Credit Transfer or RPL should contact their LMA Facilitator, Licensee or Course Coach or refer to the LMA Credit Transfer Procedure. Interest in applying for Credit Transfer or RPL can also be indicated on the enrolment form.

6. ISSUE OF QUALIFICATIONS

LMA issues Qualifications and Statements of Attainment to Participants who meet the required outcomes of a qualification or unit of competency, in accordance with the AQF Implementation Handbook. (Note: Trainees also need to have competency sign-off from their employer/ supervisor).

LMA issues the Qualification or Statement of Attainment to the Participant at a Graduation Ceremony or Refocus Workshop at the completion of structured training and assessment.

The cost of issuing the Qualification or Statement of Attainment is included in the overall course costs. If Participants withdraw, cancel or transfer from the course before completing all units of competency, a Statement of Attainment for those units of competency successfully completed will be issued. There is no additional cost for this, provided all course fees have been paid in full.

Records achievement are maintained for 30 years from the original date of issue, including Participant name, Participant number, certificate number, qualification code and title, units of competence, and date of issue. These details are reported to the national register through the Participant's USI number.

7. FEES AND CHARGES

LMA will ensure that all costs involved with its training services are provided to Clients and Participants prior to the commencement of any training and/or assessment services.

Fees relating to deferments are provided on the "Participant Deferment/Transfer Application Form". Fees are also charged for the re-issuing of Certificates and Statements of Attainment. Participants will be advised of the current fee at the time they request the re-issue.

Non-payment of fees may result in the suspension or cancellation of training. LMA may withhold Certificates until fees have been paid.

LMA does not accept payment of course fees from individual Participants. All course fees are paid by the Participant's employer.

7.1 7. 1 Government funded training

Participants (or their employers) may be eligible for funding support from State or Commonwealth Governments under a range of training support and incentive programs.

Applicants for LMA courses are made aware of funding opportunities as well as the impact accessing funding may have on future training entitlements. Any questions regarding accessing a funded training program should be directed to the RTO Quality and Compliance Manager on 1800 333 270.

8. REFUND POLICY

Should LMA cancel or postpone any course, Participants are able to re-enrol into the next available course as a refund in this instance does not apply. Where the client, in consultation with LMA, pays a deposit of 10 - 50% and the potential Participant(s) cannot attend, the client will replace the Participant(s) with another, or re-enrol the original applicant(s) into a future course, as a refund in this instance also does not apply. There is no refund available for any LMA courses once the Overview date of the course has passed.

On the following terms and conditions the enrolment fees for new Clients will be refunded in full, if at the conclusion of the Mid-Term Review Meeting, they are not satisfied with the results received:

- The Client enrolls a minimum of two (2) and a maximum of four (4) Participants into The Performance Edge course
- The enrolment fees are paid prior to commencement of the course
- The Participants and their Manager/Mentor attend the Overview Meeting on the actual course commencement date
- The Participants actively take part in the workshops and complete the activities and Feedback Online requirements
- The Manager/Mentor supports the Participants as requested through the use of the Feedback Online system and meets with Participants after each module to review the content, relevance and application to their work environment.

9. CONSUMER PROTECTION

Should LMA should cease operations, or be otherwise unable to complete delivery of the agreed program, Participants will be issued with a Statement of Attainment for units completed and referred to an alternative training organisation. A pro-rata refund will be provided for any training and assessment not yet delivered.

10. PARTICIPANT SUPPORT AND WELFARE

10.1 Provision for Language, Literacy and Numeracy assessment (LLN)

As language, literacy and numeracy are essential requirements for workplace performance; Participants are required to undertake a Language, Literacy and Numeracy (LLN) pre-assessment exercise to identify any LLN needs that may impact on their course progress or outcomes.

We support the provision of additional LLN assistance where required. Information is provided about external support services to Participants regarding assistance and support for language, literacy and numeracy where this need is identified. Any fees incurred for additional language and literacy support will be the responsibility of the Participant or employer.

10.2 Participant Support

Our Facilitators and Course Coaches are committed to helping Participants achieve their learning objectives to successfully graduate from their course. If at any time a Participant is having difficulty with the course material, managing their time and commitment to the course, or any other course related matter, they should not hesitate to speak with their Facilitator or Course Coach for guidance.

10.3 Workplace Health and Safety

LMA is committed to ensuring the health and safety of staff, Participants and other persons throughout all areas of its activities in accordance with State and Commonwealth WHS legislation and relevant Codes of Practice.

It is the responsibility of all LMA staff to ensure the implementation of safety systems appropriate to their delegated operational authority.

Participants have an obligation for their personal welfare and the welfare of their fellow Participants. Participants must follow safe working procedures at all times, take reasonable care to prevent personal injury or injury to others and reasonable care to prevent damage to the training facilities.

A copy of our WHS Policy is available on request.

10.4 Access and Equity

LMA prides itself on creating a 'unique learning experience' for all of its Participants. We incorporate the principles of Adult Learning in all of our delivery to encourage active participation in all of our programs. LMA's unique Feedback Online (FBOL) system ensures that all of the Learning Partners - Participant, Manager/Mentor, LMA Course Coach and LMA Facilitator, communicate and work synergistically to ensure the success of the Participant.

LMA is committed to providing a learning environment responsive to the diverse needs of all clients. We provide a learning environment that is free from discrimination and harassment and abides by the principles of access and equity. LMA will ensure its training and assessment courses are relevant, fair and inclusive by promoting our courses to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective clients such as indigenous peoples, people from culturally and linguistically diverse backgrounds, people with disabilities, clients in remote locations and youth are well informed on the options available to meet their individual training needs. LMA complies with all legislation, including the Victorian Equal Opportunity Act 2010 and takes into account the Charter of Human Rights and Responsibilities (2006) when developing policies and delivering services.

11. TRAINING DELIVERY

LMA has developed learning and assessment strategies for each Training Package qualification and accredited course on our scope of registration that clearly identifies proposed target groups, learning and assessment methods, re-assessment, assessment validation processes and pathways.

LMA has personnel with appropriate qualifications and experience to deliver the training and facilitate the assessment relevant to the training products offered. Assessment will meet the Rules of Evidence and the Principles of Assessment (including Recognition for Prior Learning and Credit Transfer). First rate facilities, equipment and training materials are utilised to ensure the learning environment is conducive to the success of Participants.

- Facilitators are skilled in vocational training techniques and have a thorough knowledge of topics being delivered, have relevant vocational competencies at least to the level being delivered and assessed, have current industry skills relevant to the training being delivered and continue to develop their vocational education and training (VET) knowledge and skills as well as their industry currency.
- LMA incorporates adult learning principles throughout the delivery of its training courses. Participants are encouraged to take responsibility for their own learning and to actively participate in the learning and assessment process
- Delivery methods and assessments incorporate a variety of methods to ensure a safe, equitable, participatory and stimulating training environment. Assessment tools are closely linked to both the training course and workplace requirements
- All training notes are written in plain English. Notes are in a format that encourages Participants to take notes and modify techniques to their specific situation.

12. ASSESSMENT PROCEDURES

LMA ensures that assessments are conducted by a Facilitators who as a minimum hold the Assessor Skills Set from the TAE10 Training Package the:

- TAEASS401A Plan Assessment Activities and Processes
- TAEASS402A Assess Competence
- TAEASS403A Participate in Assessment Validation

Assessments undertaken are consistent with Rules of Evidence and the Principles of Assessment.

LMA provides valid and reliable assessments of achievements against industry competency standards within the scope of our registration.

LMA offers Participants the opportunity to gain credit for their existing skills and knowledge through Recognition of Prior Learning (RPL). Recognition will be conducted in accordance with the LMA Assessment Policy and the relevant LMA RPL Assessment Toolkit for Candidates.

12.1 Results

Results for overall program performance are determined on the basis of the stated criteria outlined in the assessment procedure for each unit or cluster of units. Participants undertaking a Vocational Education and Training (VET) course will receive a result of Competent or Not Yet Competent.

Where the result of the assessment is 'Not Yet Competent', Participants can discuss with their Facilitator the options of re-assessment or to have further training to to develop competence in the required areas.

12.2 Reasonable Adjustments

Reasonable adjustment may be provided for Participants with a special need (such as low literacy, hearing or sight impairment) according to their personal circumstances. Participants should speak to their Facilitator if they have concerns about their ability to undertake an assessment. The Facilitator will work with the Participant to identify whether it is possible to adjust the assessment in such a way that still allows the demonstration of competency.

12.3 Assessment Appeals

- In the first instance, a Participant should raise concerns about an assessment decision directly with the Facilitator. This will allow the Facilitator to explain the reason for the assessment decision which may resolve the concerns.
- Should a Participant believe that they have been unfairly assessed or believe they have grounds for appealing an assessment decision, they may formally appeal the result of the assessment. An appeal must be lodged within 10 working days of the date the assessment outcome was advised. Appeals must be made in writing to the LMA Delivery Quality Manager.
- To ensure independence, the LMA Delivery Quality Manager will seek the assistance of an assessor not involved in the original assessment to consider the appeal. The process must begin within ten days of the receipt of the written appeal and be completed within a reasonable timeframe, but not exceeding 4 weeks. Participants will be given the opportunity to present their case in writing or in person and will be advised that they can bring a support person for assistance at any meetings.
- Participants will be provided with documentation outlining the process undertaken which will include a written statement of the appeal outcome including the reason/s for any decision.
- If the appeal process results in a decision that supports the appeal, LMA will immediately implement any decision or corrective and preventative actions required and advise the Participant of the outcome.
- If the Participant is not satisfied with the outcome of the appeal process, LMA will refer the matter to an appropriate independent, accredited assessor for re-evaluation.

13. GRIEVANCE PROCEDURES

LMA is committed to providing a quality service for Participants and their employers, and values feedback from Participants, staff and employers.

13.1 Complaints procedure

Any concern relating to assessment, course content, quality of course delivery, (including the behaviour of other Participants in the learning environment) resource materials or any other aspect of the service delivered by LMA, its staff or licensees, should be directed to the LMA Delivery Quality Manager as soon as possible, so we can do everything possible to quickly resolve the issue.

13.1.1 Informal complaint

Complaints about assessment outcomes should be addressed through the Assessment Appeals process. All other complaints should be addressed through the informal complaint process in the first instance.

LMA has a process for fair and equitable settlement of complaints.

- The initial stage of any complaint is for the Complainant to raise their concerns as soon as practicable with the individual(s) concerned, the aim being to resolve the problem directly and informally.
- If the Complainant would prefer not to approach the individual concerned directly or are not satisfied with the initial response to the grievance they should raise their concern with the RTO Delivery Quality Manager.
- The RTO Delivery Quality Manager will discuss the concern with the Complainant and will also speak with the other parties involved with the aim of satisfactorily resolving the issue.
- If the Complainant is not satisfied with the outcome, they will be informed of their right to lodge a formal complaint in writing to the CEO.

13.1.2 Formal complaint

Formal complaints may only proceed after the informal complaint procedure has been finalised.

- Formal complaints about LMA, our staff or licensees, must be made in writing by the Complainant or their representative to the CEO.
- The CEO will acknowledge receipt of the complaint within 3 working days and may contact the Complainant or their representative to seek clarification of any information relevant to the complaint.
- Any party, against whom a complaint is lodged, has the right to view the written complaint and access any evidence provided by the Complainant. The party is entitled to present a defence against the complaint and may nominate a chosen representative to act on their behalf
- Any complaint and the process of its resolution will remain confidential between the parties involved.
- The CEO will make every effort to resolve the complaint internally between the parties involved within a reasonable timeframe, but not exceeding 4 weeks.

- Should the resolution of the complaint take more than 4 weeks, the CEO will advise the complainant in writing of the reasons for the extended timeframe and provide regular updates on the progress of the matter.
- Once the complaint has been investigated by the CEO, the Complainant will be provided with a written statement explain the outcome of the complaint and the actions if any to be taken by LMA.
- If a complainant is dissatisfied with the outcome of the internal complaints procedure, they will be referred to independent organisations to which they can appeal at no cost.
- Both the Participant and the party, against whom the complaint is lodged, may nominate a chosen representative to act on their behalf in any subsequent discussions or arbitration.

LMA retains a 'Complaints Register' which documents all formal complaints and their resolution.

Written Complaints can be lodged by email to the CEO ahenderson@lma.biz or by post to LMA, 1400 Malvern Road, Glen Iris, Victoria 3146

14. MISCONDUCT AND DISCIPLINARY PROCEDURES

LMA provides an adult learning environment and all staff and Participants are expected to act responsibly, and to treat all staff and fellow Participants with courtesy and respect. It is important that Participants also act in a manner that helps maintain a healthy supportive learning environment for all.

14.1 Misconduct

LMA reserves the right to discipline a Participant for misconduct where appropriate.

Misconduct may include but is not limited to the following conduct:

- Aggressive or violent behaviour
- Use of abusive or inappropriate language
- Discrimination, harassment, intimidation or victimisation of any person
- Behaviour which creates a health and safety risk to self or others.
- Refusing to carry out lawful and reasonable instructions
- Behaviour which impacts negatively on the rights of fellow Participants to learn in a supportive environment
- Theft
- Being affected by alcohol or drugs
- Assessment misconduct, including plagiarism and submitting work of another or person as your own.

14.2 Disciplinary Procedures

- If a Facilitator wishes to discipline a Participant, he/she should make a formal or informal approach, to the RTO Learning Delivery Quality Manager.

- If the discipline notice (written notice) is lodged informally, the RTO Learning Delivery Quality Manager will immediately clarify the matter in writing and forward a copy to the Participant and any chosen representative for confirmation.
- Any discipline procedure and the process of its resolution will remain confidential between the parties involved.
- The Participant is entitled to present a defence against the notice and may nominate a chosen representative to act on their behalf.
- The RTO Learning Delivery Quality Manager will make every effort to resolve the disciplinary action internally between the parties involved.
- If the action cannot be resolved internally, an independent person will be approached immediately to act as an impartial arbitrator.
- The Participant will be consulted about the selection of the independent arbitrator.
- Both the Participant and the Facilitator may nominate a chosen representative to act on their behalf in any subsequent discussions or arbitration.
- The outcome of any discipline procedure will result in one of the following:
 - The Participant will cease the misconduct and continue in the training course
 - The Participant may be taken out of group training for one on one sessions (this may incur additional costs)
 - The Participant may choose not to continue with the course
 - The Employer may choose to withdraw the Participant from the training course
 - LMA may cancel the enrolment of the Participant.

The CEO may also be called upon to discuss the issue and corrective action on an informal basis where the issue is not of a serious nature.

Please also refer to the LMA Assessment Policy for information on disciplinary procedures that apply to assessment misconduct, including plagiarism and the submitting work of another Participant or person as your own work.

As Participants are undertaking the training under the auspices of their employer, they are also subject to the disciplinary policies and procedures of their employer.

15. PRIVACY ACT AND FREEDOM OF INFORMATION

15.1 Participant Records and Privacy

LMA collects and securely safeguards the personal information necessary for the creation and maintenance of Participant records. This information includes all personal information collected on the enrolment form as well as attendance records, assessment results and program evaluations.

Access to personal records is restricted to authorised staff who need to view records in order to provide training and assessment services the Participant. Access to Participant information is controlled by secure log-ons.

LMA is required to provide Commonwealth and State Government Authorities with Participant and training activity data. This information is required to be provided in accordance with the VET Quality Framework.

Course progress and attendance information may be disclosed to the Participant's employer, where the Employer is paying for the program, or where the Participant is undertaking the training through a traineeship. With the exception of Employers, information is not disclosed to any other person, without the Participant's written permission unless LMA is required to do so by law. Participant consent to disclosure of information is retained in FBOL.

LMA may take photos of Participants at Graduations. Occasionally, graduation photographs may also be used in newsletters or for publicity purposes.

Facilitators and other staff will always identify when they are taking photos so Participants who don't wish to have their photo taken can exclude themselves from the photo.

Participants who do not wish to be photographed should advise the staff member at the time the photo is being taken to ensure they are excluded from the photo.

Refer to LMA's Privacy Policy on our website www.lma.biz

15.2 Access to Records

Participants have the right to access their current records of participation and progress, and to correct any personal information held about them.

LMA's Feedback Online (FBOL) system provides all Participants with timely access to current and accurate records of their personal details, participation and progress. The online competency log in FBOL provides up to date information relating to the attainment of competency. Feedback on progress from Facilitators, Coaches and Manager/Mentors is also provided via FBOL.

16. LEGISLATION REQUIREMENTS

As a Registered Training Organisation (RTO), Leadership Management Australia (LMA) is obliged to operate within the VET Quality Framework, (which includes the Standards for National Vocational Regulator (NVR) Registered Training Organisations) as set out by the Australian Skills Quality Authority (ASQA).

In addition to the NVR standards, LMA is required to meet all legislative requirements of State and Federal Governments including those relating to:

- Occupational Health and Safety legislation
- National Vocational Education and Training Regulator Act 2011
- Workplace harassment, victimisation and bullying legislation
- Anti-discrimination, including equal opportunity, racial vilification, disability discrimination legislation
- Privacy Legislation
- Anti-Bullying and Harassment Policy
- Access and Equity legislation

17. EVALUATION AND SURVEYS

Each year LMA participates in the Australian Quality Indicator Surveys which measure learner and employer satisfaction with our training and delivery services. Survey outcomes are reported annually to the Australian Government National Regulator (ASQA) and to State Government funding authorities. Participants and employers of our Participants are invited to complete the survey online.

LMA also participates in the National Participant Outcomes Survey managed by the National Centre for Vocational Education Research (NCVER). Participants may also receive a Participant outcomes survey from NCVER. More information about this survey can be found at <http://www.ncver.edu.au/sos/faq.html>