



LEVERAGE
ACADEMY

RTO ID: 41017

PARTICIPANT HANDBOOK

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Introduction

Welcome to Leverage Academy!

Leverage Academy is a Registered Training Organisation (RTO ID: [41017](#)) that has been providing training services for the real estate industry since 2003. Together with our legal practice, Leverage Solicitors, we provide excellence in looking after the needs of those working in real estate, as well as those taking their first steps in the real estate industry.

Our strength lies in our unique ability to be at the forefront of industry developments and practice. Real Estate is a highly regulated industry, and through our legal practice, we are continually abreast of changes in legislation, best practice and understanding the implications of court and tribunal cases as they are determined.

We believe in providing a first-class customer service coupled with the delivery of premium training and assessment services, and are committed to assisting clients in developing their careers, their potential and helping them achieve their personal and professional goals within the real estate industry.

The Academy is registered by the Australian Skills Quality Authority (ASQA), the regulatory body for vocational education and training providers. You can find out more about ASQA on their website: www.asqa.gov.au. ASQA has established a set of Standards for Registered Training Organisations that must be adhered to, and this handbook outlines some important aspects of those standards.

The Academy's training and assessment team are experienced, qualified and accredited in their chosen field of expertise. All hold a qualification in training and assessment (TAE 40110/TAE40116 Certificate IV in Training and Assessment, or equivalent) as well as appropriate vocational qualifications for the topic areas being trained.

Their commitment to you is to deliver all our courses in an interactive and informative style.

Whilst studying the following qualifications or units of competency, you will be enrolled with Leverage Academy, (RTO 41017) which will be responsible for the quality of training and assessment provided and for the issuing of Certificates and Statements of Attainment. All our courses are based upon the following nationally recognised qualifications and units of competency:

- ◆ BSB51918 Diploma of Leadership and Management
- ◆ BSB50420 Diploma of Leadership and Management
- ◆ CPP40307 Certificate IV in Property Services (Real Estate)
- ◆ CPP40516 Certificate IV in Strata Community Management
- ◆ CPP40521 Certificate IV in Strata Community Management
- ◆ CPP41419 Certificate IV in Real Estate Practice
- ◆ CPP51119 Diploma of Property (Agency Management)

From these qualifications we have developed the following customised courses that comply with the requirements for registration, licensing and continuing professional development specified in the Property and Stock Agents (Qualifications) Order 2019 (NSW):

- ◆ NSW Class 1 real estate agent's licence
- ◆ NSW Class 1 stock and station agent's licence
- ◆ NSW Class 1 strata managing agent's licence
- ◆ NSW Class 2 dual licence as a real estate agent and stock and station agent
- ◆ NSW Class 2 real estate agent's licence
- ◆ NSW Class 2 stock and station agent's licence
- ◆ NSW Class 2 strata managing agent's licence
- ◆ NSW Assistant real estate agents
- ◆ NSW Assistant stock and station agent
- ◆ NSW Assistant strata managing agent
- ◆ NSW Auctioneers
- ◆ NSW Continuing Professional Development (CPD)

National Property Licence

Leverage Academy offers a National Licensing Program under the laws of the Australian Capital Territory (A.C.T), To be enrolled in this program, the participant must either:

1. live and/or trade in the A.C.T
2. have a need to trade nationally or across borders

Leverage Academy recommend that participants obtain his/her license in his/her state of residence unless the criteria set out above apply.

This handbook is designed to provide you with the information you need to know about the Academy, training and assessment, support services, policies and procedures, and your rights and obligations as a course participant with Leverage Academy.

I trust that your learning experience with Leverage Academy is positive, and that your learning and career objectives are advanced through your experience with the Academy.

If you require any further information, or there is anything you do not fully understand, please do not hesitate to contact our office on 1300 438 538.

Again, welcome to our Academy; we look forward to assisting you in every way possible throughout your real estate career.

Bailey Compton

CEO, Leverage Academy
BA, LLB,
Licensed Real Estate Agent, Strata Manager and Business Agent
Certificate IV Training and Assessment

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The Small Print

Copyright

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Disclaimer

Every effort has been made to ensure that the information in this handbook is free from errors and omissions. Leverage Academy makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) including negligence resulting from or in any way connected with the use of this information. The Academy does not assume any liability, whether direct or indirect, for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information.

Updates and Continuous Improvement

As part of our Continual Improvement processes, Leverage Academy reserves the right to update, modify, revise or supplement information this handbook at any time. To ensure you have the latest version of the handbook, refer to our website version at www.leveragegroup.com.au/leverage-academy/participant-handbook/

Enrolling in a Leverage Academy Course

To enrol in a Leverage Academy course, you will need to complete the enrolment form for your chosen course. Our enrolment forms and all relevant course information including brochures and qualification outlines are available on our website at <http://www.leveragegroup.com.au/academy/> Alternatively you can phone our administration team on 1300 438 538.

Prior to enrolling you should ensure that you be aware that the course brochures and information on the website, as well as the contents of this handbook form part of the terms and conditions of enrolment. You must acknowledge that you have read this handbook as part of the enrolment procedure.

Enrolments will only be confirmed when the initial enrolment fee or full course fee has been paid. Course fees can be paid by cash, cheque, bank transfer or credit card (surcharges apply), and include a non-refundable administration fee. See the section on Course Fees and Refunds for more information.

Pre-Requisites

Some courses provided by Leverage have pre-requisites that you will need to meet prior to enrolment. Pre-requisites are outlined on the information page for each course on our website. If a course has pre-requisites your enrolment will not be confirmed, until you can show that you are able to meet the pre-requisites.

You may need to attend an information session where the course structure and requirements will be explained further before your enrolment is confirmed.

Participant Age

Leverage Academy regrets that it is unable to enrol participants who have not yet reached the age of 16.

Unique Student Identifier (USI)

All participants will be required to have a Unique Student Identifier (USI). Your USI provides access to a secure online account that contains all your training records and results that you have completed since the commencement of the USI on 1 January 2015, a Commonwealth government requirement.

All students must have and provide a USI before a Registered Training Organisation (RTO) such as Leverage Academy can issue a Statement of Attainment (SoA) or Qualification Certificate upon successful completion of training.

If you do not have a USI, visit <http://usi.gov.au/> to obtain your USI before you enrol. You will need to provide your personal information, contact information and suitable identification.

Alternatively, Leverage Academy can apply for your USI on your behalf for a fee of \$55. Please note that if we apply for you the process takes much longer, up to one month.

Please note: We are unable to issue Certificates or Statements of Attainment until a USI has been provided and verified.

English Language

Working in the real estate industry involves negotiating contracts which by law must be recorded in English. Course participants must be able to read, write and understand English, as all materials, tutorials and workshops are provided only in English, and assessments must be submitted in English.

Prior to enrolment, potential participants who have not previously completed at least one of the following levels will be required to complete a short assessment to demonstrate that they have the necessary Foundation Skills to be able to successfully complete the course that they want to enrol in:

- ◆ Australian School year 12, or an HSC
- ◆ Australian University degree
- ◆ Australian Certificate IV or above

If a potential participant's Foundation Skills levels are not adequate and it could hamper their course progress and competence, Leverage Academy will advise the individual of the (language, literacy and numeracy) LLN outcome, and discuss support options available to the person through specialist service providers; and when they could come back for enrolment.

Access, Equity and Support Services

Leverage Academy is committed to providing training opportunities for all people on an equal and fair basis.

Participants that meet entry requirements or any course pre-requisites will be accepted into our courses, and the Academy undertakes to help all participants in their effort to complete our courses and qualifications. Those who experience difficulties with course work should discuss this with your course trainer, assessor or the Senior Training Manager, who will assist as far as we are able to. If your needs exceed the Academy's abilities to support you, we will refer you to a suitable service provider or agency.

If you have learning difficulty or other special needs you are able to contact these providers prior to enrolment, or at any time during your course:

Reading and Writing Hotline	www.readingwritinghotline.edu.au	1300 655 506
Translating and Interpreting Service	www.tisnational.gov.au	13 14 50
Adult Migrant English Service (NSW)	http://ames.edu.au/	02 9217 5333
Australian Council of Adult Literacy - Literacy and Numeracy Support	www.acal.edu.au	03 9546 6892
Australian Skills Quality Authority (ASQA)	www.asqa.gov.au	1300 701 801
NSW Department of Education and Communities	http://www.dec.nsw.gov.au	1300 679 332
Australian Government Department of Education and Training	https://www.education.gov.au	1300 566 046.
NSW Office of Fair Trading	www.fairtrading.nsw.gov.au	13 32 20

For other service providers, please contact the Senior Training Manager or you can refer to our website for a comprehensive list of service providers. Note that some service providers may charge a fee for their services or support.

Fees and Refunds

Course fees

Course fees vary depending on the state or territory in which the course is delivered. Please contact Leverage Academy on 1300 438 538 for more information, or see individual course information on our website at <http://www.leveragegroup.com.au/academy/>.

Course fees include all learning materials, tuition, trainer / assessor support, and assessments of competency (whether assessment is by through formal assessment or Recognition of Prior Learning).

Fees in Advance: In accordance with the Standards for Registered Training Organisations 2015, Leverage Academy does not require you to pay any more than \$1,500 before you start your course. Upon your enrolment into a course, the Academy will provide an assessment of your prior learning. After submitting and completing the prior learning requirements, you will be advised of the course units that you will be required to do and what units you have achieved competency in. You will be invoiced for the units you have that you have satisfied, and a separate invoice will be provided for the remainder of the course.

Outstanding Fees: Leverage Academy reserves the right to withhold Certificates, Statements of Attainment, and other records of results where any course or administration fees remain outstanding.

Legislation: We advise that Leverage Academy abides by the Consumer Protection legislation and will always respect each learner's consumer rights. Refer to:

- ◆ [Australian Consumer Law and Fair Trading Act 2012](#)
- ◆ [Australian Consumer Law and Fair Trading Regulations 2012](#)
- ◆ NSW [Fair Trading Act 1987 No 68](#)
- ◆ NSW [Fair Trading Regulation 2019](#)
- ◆ NSW Fair Trading: [Education and Training](#)

Cooling-Off Period: A '10 business day cooling-off period' under the Australian Consumer Law does not apply where a learner of their own initiative approaches the RTO and while being fully aware of the RTO's 'Terms & Conditions' books into a course.

If a learner was directly approached (face to face or via phone) by a training provider or a marketer, signed up on the spot and required to pay for the course upfront, then the '10 business day cooling-off period' would apply.

Enrolment Administration Fees and Re-Entry Fees

All course fees include a non-refundable administration fee. In the event of you cancelling out of your course and requesting a refund, Leverage Academy will refund fees in accordance with the refund policy. That part of the fees that represents the Enrolment Administration Fee will not be refunded.

Course Type	Fees (per person)
CPD Courses	\$60
Certificate of Registration Courses	\$200
Certificate IV Courses	\$500
Diploma Courses	\$800

Course Completion Timeframes

Learners that have not completed their course within the course completion timeframe (official course end date) will be issued with a statement of attainment for any units completed and have their files closed as per the time frame below. Any learners wishing to re-enrol will need to pay a re-entry fee as indicated in the table above. Any re-entry fees paid will allow the learner an extra six months to complete their course. All applications for re-enrolment must be made no longer than one month after the official course end date. Any applications past the month period must be made as a new course enrolment and will be charged as a new participant

Course Type	Course Completion Timeframe
CPD Courses	Three months from enrolment
Registration Courses	Six months from enrolment
Real Estate Licence Courses	Twelve months from enrolment

Requests for extensions will be assessed on a case-by-case basis. Please note: All requests for course transfer or cancellations must be in writing to the Academy CEO either posted or emailed to: info@leverageacademy.edu.au. Leverage reserves the right to refuse these requests.

All Leverage learners can receive additional help from our trainers. Should students require extra tuition after attending our workshops, Leverage is happy to provide one on one tutelage as per the schedule below:

- \$380 per hour

Refund Policy

If for some reason you are unable to complete a training program into which you have enrolled, Leverage Academy will refund in accordance with the following Refund Policy.

- Leverage Academy is to cease trading before training and assessment commencement, or is **unable to provide a course, or cancels a course**:
 - Full fee refund**, including the Enrolment Administration fee.
- Leverage Academy fails to provide in full, the agreed training services, or training and assessment is terminated after its scheduled commencement date. However, Enrolment Administration fee and a percentage of the original fees and charges may apply depending on the percentage of completed training activities.
 - Partial Refund** (Amount is less Enrolment Administration fee and percentage of course/units completed)
- Cancellation of a face-to-face course** by the participant:
 - In writing when **at least 7 days' notice** is given prior to course commencement:
Fees refunded (less Enrolment Administration Fee)
 - In writing where **less than 7 days' notice** is given prior to course commencement:
No refunds
- Cancellation of distance education course** by the participant:
 - No Refunds.**

5. **Cancellation** of any course **after commencement** by the participant:
 - a. CPD and Certificate of Registration Courses: **No refunds**
 - b. Licence Courses: **No refunds**
6. The learner has been **expulsed** from scheduled training and assessment sessions by breaching the required code of conduct as described in this Handbook
 - a. **No Refunds.**
7. The Student had failed to pay the course fees
 - a. No Refunds.

In the case of undue hardship or extenuating circumstances a refund or partial refund will be considered. The onus is on you to provide evidence. Please note that courses are not transferable to other students. The final decision will be at the discretion of the Academy's CEO.

The following are examples of circumstances when a refund will not be considered or granted:

- | | |
|--|---|
| ◆ Job Change of job or working hours | ◆ Are too busy to attend or complete the course |
| ◆ Inconvenience of travel to a face-to-face course | ◆ Failure to complete the course |
| ◆ Leave before completing the course | ◆ Failure to attend a face-to-face course |
| ◆ Change of mind after commencement | ◆ Move interstate |

All refund requests should be submitted in writing to Leverage Academy using the '[Appendix 5: Refund Request form](#)' via email to info@leverageacademy.edu.au.

Periodically, Leverage Academy will run a special, offering our courses at a discounted rate.

Please note the following conditions will apply to all student enrolments who elect to take advantage of the special:

- Courses are not transferable
- Courses will not be refunded
- All courses will need to be commenced at one of our campuses or via distance education within three months of the final day of the offer
- Any payment made by students that does not accompany enrolment paperwork is still considered a student enrolment as a payment constitutes agreement to our participant handbook and any T & C's which coincide with an offer

Studying at Leverage Academy

Recognition of National Qualifications

Leverage Academy will recognise and accept Australian Quality Framework (AQF) Qualifications and / or Statements of Attainment issued by other Registered Training Organisations and recognised training providers such as Universities.

For example: If you have completed some units of competency from the Training Package CPP40307 Certificate IV in Property Services (Real Estate) and can produce a transcript of your results, you may qualify to have those qualifications or results recognised towards your training program with Leverage.

To gain recognition, you will need to provide the original documents (or certified copies) that list the Units of Competency achieved (e.g., Record of Results or Academic Transcript). The Academy will verify the validity of the documents submitted with the issuing body or training provider and retain copies on file.

Learners that have achieved competency outcomes in the VET sector since 2015 will have their results available through the USI registry system. We encourage learners to provide Leverage Academy with access to their USI transcript which will be part of their verified evidence for any applicable units of competency. A directional form for this process will be provided for Credit transfer applications.

Recognition will be granted when there is a direct equivalency between units on the verified documents and those in the course that you are enrolled in or are proposing to enrol into. If a direct equivalency between the units of competency cannot be established, you may be required to undertake assessment for that unit.

Recognition of Prior Learning (RPL)

Leverage Academy recognises that some participants will have acquired vocational skills from a variety of different sources, other than formal training.

Recognition of Prior Learning (RPL) is a form of assessment that acknowledges an individual's existing skills and knowledge that may have been acquired through:

- ◆ Previous training and education
- ◆ Relevant work experience
- ◆ Previous employment in a relevant industry sector

For example: If you have already completed some training or a qualification from an earlier version of the training package this study may be used towards your RPL and can be submitted for assessment.

If you believe that you already have the skills and knowledge (and can demonstrate your competency) in the Units of Competency in the courses and training programs, offered by the Academy you should apply at enrolment to have your skills and knowledge assessed.

Please note that RPL is not a short cut or necessarily a 'quick' way of completing a course. It involves you matching your existing knowledge and skills to the required competencies and demonstrating to your assessor that you are competent. In the event that you cannot demonstrate your competency through RPL, you are able to be assessed through other assessment methods.

To gain competency through an RPL assessment you should be able to:

- ◆ Submit evidence of subject-relevant training,
- ◆ Submit evidence of relevant work experience
- ◆ Provide evidence such as authenticated documents or samples of work demonstrating relevance and currency
- ◆ Participate in an interview to ascertain current skills and knowledge

Please note that all evidence provided will be verified for authenticity. This includes contacting referees, and all nominated third parties to confirm that the provided work experience is accurate and correct.

In order to apply for RPL please speak to the Senior Training Manager at enrolment, or your trainer / assessor at any time during your course.

Recognition of Current Competency (RCC)

Recognition of Current Competency (RCC) only applies if a learner has successfully completed the requirements previously for a unit of competency or module and is now required to be reassessed to ensure that the competence is being maintained (AVETMISS Standard Edition 2.3 November 2016). In this case no extra skill or competencies are recognised. RCC is an assessment process that may be required for licensing purposes or defined units of competency where skill requirements are regularly updated.

Flexible Course Delivery

Leverage Academy offers both face-to-face courses, and distance education for those who prefer to study at their own pace at their own time in their own space.

Face to face courses via ZOOM are held at our training venue at our Head Office in Castle Hill. Face-to-face delivery allows participants to benefit from the wealth of knowledge offered by other participants and allows plenty of opportunity to participate in class discussion and ask questions to gain knowledge of real experiences which may not be available through distance education methods.

For specific groups of participants training can be arranged to be conducted at the participants or their employers' premises.

No matter how you decide to complete a course Leverage Academy trainers and assessors are available to provide assistance and support. Leverage trainers and assessors are real estate professionals whose guiding principle is to provide a positive learning experience and help participants successfully complete their course or qualification.

Leverage Academy recognises that not everyone learns in the same manner, and therefore can make any reasonable adjustments to help those who may not learn best with traditional learning and assessment methods achieve the required competency standards, where that is within our ability. Where the Academy cannot assist, we can refer you to suitable organisations that can provide assistance.

Any further questions can be referred to the Training Manager.

Face-to-Face courses and workshops

It is expected that behaviour in class ensures a positive learning and teaching environment, where participants behave in a professional, respectful manner at all times and taking others into consideration.

When attending face-to-face training courses and workshops you are expected to:

- ◆ Be suitably dressed. Shorts, thongs and singlets are not considered suitable attire for a professional training environment;
- ◆ Arrive punctually so that sessions can commence on time, and return from breaks and lunch promptly to minimise delays;
- ◆ Turn mobile phones to silent during sessions;
- ◆ Return calls during scheduled breaks or leave the room before making or taking any call;
- ◆ Not be under the influence of alcohol or drugs;
- ◆ Smoke only in permitted areas outside the venue or building;
- ◆ Use appropriate language and refrain from using profanities or being provocative;
- ◆ Ensure the security of their own personal possessions;
- ◆ Promptly report any case of injury, discrimination or harassment to their trainer/assessor;
- ◆ Respect the property of other participants, trainers / assessors and the venue;
- ◆ Actively participate in group activities and role plays;
- ◆ Act with integrity in all training and assessment procedures;
- ◆ Comply with any Work Health and Safety requirements of the training venue, or directions given by Leverage Academy;
- ◆ Recognise that they have a duty of care under Work Health and Safety legislation towards other participants, trainers, assessors and staff at the training venue.

Leverage Academy retains the right to remove disruptive participants from the classroom environment. Participants who are found to be acting inappropriately will be managed through a disciplinary process.

Due to COVID-19, our face-to-face sessions will be conducted via Zoom, which is a cloud-based video conferencing service. For all pertinent information as attendees, refer to ['Appendix 7: Zoom Meetings'](#).

Attendance

Rebooking of Courses

A student may elect to transfer their booking to another course date. If a student wishes to transfer, they must book into the same course within 6mths of their initial booking. No extra charge will be made if the request of transfer is made more than 7 days of the course commencement date, if the transfer is accepted. If the request for transfer is made less than 7 days from the commencement date a transfer fee of \$150 will be payable.

A student may only transfer once without incurring a cost. If a student has transferred into a course, which they cancel a transfer fee of \$150 applies. A failure to attend the course a consequential booking, will carry a transfer fee of \$250.

Disciplinary procedures

Disciplinary procedures may be implemented when the behaviour of a participant is considered to be unsatisfactory and falls below the standards and guidelines in this handbook, or the participant fails to follow the reasonable instructions given by a trainer or assessor. The disciplinary process has three steps:

1. Counselling from the course trainer or assessor, identifying the problem behaviour is, how the behaviour does not meet the guidelines; and the expected standard of behaviour.
2. If the unsatisfactory behaviour continues then the participant will be counselled by a senior Leverage Academy staff member or supervisor.
3. If the unsatisfactory behaviour continues then the participant will be considered for removal from the programme, which may involve suspension or expulsion from training room, or expulsion from Leverage Academy and the training course being undertaken

Assessments

Assessments are based upon the demonstration of competency. This means that you must demonstrate that you have met the performance criteria, the critical aspects required for assessment, and the required skills and knowledge for each unit of competency within the course.

The assessment tasks for each unit have been prepared against the Unit of Competency details published on the training.gov.au website. The full unit of competency descriptors include elements and performance criteria; required skills and knowledge; a range statement and critical aspects for assessment as well as other information, and are available upon request.

Each unit of competency will typically include 2 or 3 different methods of assessment that ensure that participants can show their competency in all aspects of that unit. The different methods of assessment for each Unit of Competency may include:

- ◆ Workbook activities
- ◆ Multiple Choice questions
- ◆ Written answer questions
- ◆ Case studies
- ◆ Assignments
- ◆ Projects
- ◆ Workplace observations and demonstrations
- ◆ Role Plays

Recognition of Prior Learning (RPL) assessments will normally include:

- ◆ Documentary evidence submissions
- ◆ Interview and / or verbal questions
- ◆ Third party or supervisor reports
- ◆ Role Plays

All assessment tasks for each unit must be submitted before an assessor can make a final assessment decision. Assessors are available to explain or clarify the requirements or to provide guidance if required.

You will be required to sign a declaration on each assessment cover sheet to confirm that you have completed the work yourself. In addition, each page must include your handwritten name and signature as a method of verification and validation.

Assessments may be submitted in hard copy, or by email (either in word (.doc, .docx) or as a PDF). It is recommended that you make and retain a copy of all assessment that you submit in case of loss. Leverage Academy will not be able to assess a unit unless it is complete.

You must hand in your own work. Work that has been completed in a group environment is acceptable, but each participant must submit assessments in their own words and acknowledge the contribution of other members of the group. Copied or duplicated assessments will not be accepted.

Leverage applies the principles of access and equity in assessment by ensuring that everyone is given an equal opportunity to undertake the assessment and achieve competency. This means that all participants are treated equitably and free from discrimination and bias. Where it is appropriate, reasonable adjustment to assessments can be made for those that may have disabilities, impairments or specific needs. Adjustments may include additional time to submit assessments or complete courses, use of special equipment or verbal assessments.

Assessment Grading

Individual assessment tasks that collectively comprise a Unit of Competency are marked as either “Satisfactory” or “Not yet Satisfactory”. Once all Assessment tasks for a Unit of Competency have been assessed, the Unit is graded as either “Competent” or “Not yet Competent”. There is no further grading of assessments.

You will be given feedback on your outcomes from these assessments either by email or by phone. If you have been assessed as “Not yet Satisfactory” or “Not yet Competent” your assessor will clarify the reasons why and provide sufficient guidance to help achieve competency in that unit. In some cases, a verbal assessment may be sufficient to help the assessor reach a decision.

Leverage provides continuous support to our learners. A student may be marked as “Not yet Satisfactory” and may need to re-sit a module. Leverage offers our Certificate IV and above level learners the right to re-sit a module once at no extra cost. An alternative method of assessment may be undertaken in order to demonstrate competency. If the learner requires a third round of class room learning, fees may apply.

After three unsuccessful attempts, a learner will be deemed as “Not competent” (Competency not achieved) for the unit in question.

Assessment Appeals

An appeals and reassessment process is part of the assessment process in nationally recognised training courses that lead to a Qualification or Statement of Attainment.

For learner’s who wish to appeal against a final decision of an assessment:

- ◆ To not award a qualification on the grounds that:
 - The learner had been unsuccessful in all attempts to complete assessments to the required standard within the respective timeframe
 - The learner had not completed or submitted all necessary assessment requirements for awarding purposes and the trainer/assessor and/or administrative staff have not been able to contact the learner concerned after repeated attempts to finalise the matter

Before formally appealing an assessment result you should discuss the situation with your assessor. If the matter cannot be resolved immediately, or you do not want to appeal directly to your assessor, then the appeal will be dealt with in accordance with the Academy’s [Complaints, Grievances and Appeals Policy](#). Before making an assessment outcome appeal, you should ensure you have reasonable grounds for making the appeal, for example:

- ◆ Unclear or inaccurate instructions by the assessor
- ◆ You feel the assessor showed bias or treated you unfairly or inequitably
- ◆ You were ill during the period of assessment and this can be substantiated

Learners can lodge their formal assessment appeal by completing and submitting the Assessment Appeals Form – [Appendix 1: Assessment Appeal Form](#) and including all supporting evidence that relates to the assessment appeal. To be lodged to Leverage Academy within 30 calendar days of the assessment result

Plagiarism

Plagiarism is the practice of taking someone else's work and presenting it as your own, either in whole or part. Copying work from a previous assessment or another person is considered to be a serious offence and is not tolerated by Leverage Academy.

Where plagiarism is detected, the work will be assessed as “Not yet Satisfactory” or “Not yet Competent”, the participant will be counselled and, in the first instance, required to complete an alternative assessment.

Repeated or continued plagiarism will warrant disciplinary action, which may include expulsion from the course. You will not be entitled to any refunds in the event of expulsion due to plagiarism.

Certificates, Qualifications and Statements

Upon **successful completion** of your course, you will be issued with a credential or other document that confirms that you have completed your course by achieving the specified competencies. The RTO Standards requires issuance within 30 calendar days, while with Leverage Academy, this usually occurs within 10 business days.

If you have successfully completed a Nationally Recognised Qualification that is within the Australian Qualifications Framework you will receive a Certificate which records the qualification name and the national code of the qualification achieved. The qualification certificate is accompanied by a Transcript or Record of Results which lists the Units of Competency you have completed to achieve the Qualification.

Please note that the Real Estate Licensing qualification requirements vary from state to state and different states require different combinations of units to achieve a qualification that can be used to support an application for a real estate licence.

If you have not completed a full nationally recognised qualification you will receive a Statement of Attainment which lists the Units of Competency that you have successfully completed. Real estate registration courses, for example, require the completion of several specific units of competency that form part of a nationally recognised qualification.

If you complete a short course that is not part of the Australian Qualifications Framework which does not include units of competency or have national recognition (such as a Continuing Professional Development course or a separate skills-based course), you will be issued with either a non-accredited 'Statement of Attendance', or a non-accredited 'Statement of Attendance and Assessment'.

Leverage Academy reserves the right to withhold issuing credentials, Certificates and Statements of Attainment should there be any outstanding course fees.

Our registration as an RTO requires us to retain copies of Qualifications and Statements of Attainment for a period of 30 years from the date of issue. Copies may be obtained upon written request by completing and submitting the 'Access to Personal Information Form' – [Appendix 4](#) and for a fee of \$75 (incl. GST)

Legislation

Leverage Academy is required to comply with and make all course participants aware of certain aspects of legislation that affect both the RTO and the course participant. The Commonwealth and State laws including legislation and guidelines that may apply to Leverage Academy's operations but may vary from circumstance to circumstance and may include but not be limited to:

- ◆ Workplace Health & Safety Legislation and Regulations
- ◆ Consumer Protection
- ◆ VET Legislation and Regulations
- ◆ Human Rights

You can refer to our website for a comprehensive list of noted legislation, regulations and guidelines that Leverage Academy adhere to.

Privacy

The Privacy Act establishes a national scheme for the collection, use, storage, correction, disclosure and transfer of personal information, and provides for special protection of sensitive information. Consumers will have the right to know why an organisation collects their personal information, what it holds, how it will use the information and who else will get the information. Consumers can ask to see the information collected and for it to be corrected if it is incorrect. The National Privacy Principles enshrined in Privacy legislation are the ten basic privacy standards with which organisations must comply in order to protect personal information.

Leverage Academy is bound by the Privacy Act and respects participants', staff and trainers' right to privacy. As a provider of training and assessment services, Leverage Academy is required to collect personal information about you upon enrolment, and ensure that you have a Unique Student Identifier (USI).

This information is required by the relevant State Training Authorities, the Australian Government Department of Education and Training, National Centre for Vocational Education Research (NCVER), Australian Skills Quality Authority (ASQA), and the Academy for mandatory statistical reporting purposes.

The Academy may use also personal information to advise you about forthcoming events and training courses, and for marketing and research purposes. Feedback from participants is sought and is collected as part of our reporting requirements and continuous improvement processes.

Leverage Academy will ensure the confidentiality of feedback and only disclose information to other parties as required by legislation. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent. If at any stage your personal details change throughout the course of your training, please inform your trainer/assessor so that your details can be amended.

This is a brief summary of Leverage Academy's Privacy Policy which is available upon request. Refer to ['Appendix 6: Privacy Notice'](#) for further critical information

Access to your records

As a current or former course participant you have the right to access your own personal or academic records at any time and provide any necessary corrections. Any requests to access your information must be made in writing. Please contact the Senior Training Manager to obtain this information. These records will give full and accurate information as to your participation and progress in courses you have attended.

Discrimination, Bullying, Victimisation and Harassment

Leverage Academy is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. The Academy has a zero-tolerance approach to any form of harassment, and this type of behaviour of this nature will result in immediate disciplinary action that may include expulsion from the course. This applies equally to course participants and Academy staff.

Leverage Academy's Discrimination, bullying and harassment policies are in accordance with Australia's State and Territory anti-discrimination legislation.

The description of discrimination, bullying, victimisation and harassment, directly or indirectly, of another person that causes them distress or ill intent based on their:

- ◆ Race or Cultural background
- ◆ Religion
- ◆ Disability
- ◆ Sexual orientation
- ◆ Marital status
- ◆ Gender
- ◆ Age
- ◆ Physical appearance or peculiarities
- ◆ Social status or background
- ◆ Residence
- ◆ Education
- ◆ Carer's responsibility
- ◆ Pregnancy
- ◆ Or any other aspect of their person or circumstance.

It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other participants are also not subjected to the same behaviour or treatment.

If you are not satisfied with the way in which your complaint was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board. All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

Work Health and Safety

Leverage Academy has a responsibility to provide workplaces and training rooms that are safe and minimise risks to staff and course participants. Leverage complies with WH&S legislation by:

- ◆ Implementing work health and safety policies that provide and maintain safe & healthy work premises, equipment and systems of work
- ◆ Make and monitor arrangements (including training and supervision) for the safe use, handling, storage and transport of equipment or materials
- ◆ Provide adequate facilities to protect the welfare of participant and employees;
- ◆ Provide information & training to enable stakeholders to work safely.
- ◆ Record and take appropriate action to respond to and record incidents and accidents occurring on the premises to company employees, participants and guests

You also have a responsibility for your own health and safety, as well as those that may be affected by your actions at a company workplace and during courses. You must not wilfully interfere with, or misuse items or facilities provided in the interests of health, safety and welfare, and must report anything that is, or has the

potential to become, a current safety issue to their trainer/assessor or another staff member, or another course participant.

Everyone on the company property or at a course or training venue must follow all workplace health and safety guidelines provided by Leverage Academy or the venue, which may include instructions related to the handling, repairing, lifting, operating and maintenance of any equipment.

Complaints, Grievances and Appeals

Any participant or client has the right to lodge a complaint or appeal against any decision that they believe is unfair or unjustified, or an act of discrimination, harassment, vilification or bullying.

The first point of contact should be informally with the staff member concerned, or to the Senior Training Manager. If the matter cannot be resolved immediately, they will request that the complaint, grievance or appeal is put in writing using the forms found under [Appendices](#).

Complaints cannot be anonymous because this is considered unfair as ongoing discussion cannot take place to resolve the issue between all parties. To meet the principles of natural justice and procedural fairness, all parties involved will be given the opportunity to present their case or viewpoint on the circumstances leading to the complaint and propose a resolution. This may be face to face, by phone or video link (e.g. Face-time, skype).

Written complaints will be considered by Leverage Academy's CEO, who will either determine the matter, or refer the matter to a suitable person for consultation. The outcome, together with the reason for the decision, will be forwarded to the complainant in writing.

The Academy aims to resolve matters within 10 business days. If the complaint is referred to a consultant, every effort will be to ensure that the matter is resolved as quickly as possible. Where more than 60 days are required to process, and finalise the complaint, Leverage Academy will inform the complainant in writing why more than 60 days are required and will provide regular progress updates.

Complaints that have been found to be true and requiring system changes, are then recorded onto our Continuous Improvement System for processing and actioning as speedily as possible.

Privacy requirements and Learner/complainant rights are maintained. Leverage Academy will securely maintain records of all complaints and appeals and their outcomes.

Should the matter not be resolved to the satisfaction of the complainant after the complaints procedure has been exhausted, then the individual can make an appeal in writing using the 'Appeal Form' – [Appendix 3: Appeal Form](#) be recorded on Leverage Academy's Complaint and Appeal Register. The appeal will be acknowledged in writing to all relevant parties. If the appeal is not received within 7 working days of the complainant receiving the decision regarding the outcome of the complaint, the matter will be considered closed.

The complainant will be advised that an Independent adjudicator, mediator or consultant will be sought to consider the nature of the complaint and a possible further resolution.

The complainant will be advised that they will share up to 50% of adjudicator costs to be paid in full before the appointment and that the actual total cost will be borne by the losing party.

The selection of the adjudicator will be communicated with the complainant and the selection must be with the mutual agreement of the complainant.

Leverage Academy management will make contact with the Independent adjudicator and provide all documentation related to the formal complaint/appeal and complainant contact details.

Responses from the adjudicator must be within 10 business days from the date that all formal complaint documentation is provided to the adjudicator, or such longer time as advised in writing by the adjudicator.

On receipt of the formal complaint documentation the adjudicator will make contact with Leverage Academy Management and staff and the complainant and arrange a suitable time for further discussion pertaining to the formal complaint.

Where more than 60 days are required to process and finalise the appeal, Leverage Academy will inform the complainant in writing why more than 60 days are required and will provide regular progress updates

All Independent Adjudicator Appeal proposed solutions will be final and be reported to Leverage Academy and the complainant in writing and will require immediate implementation by both parties.

Complainants retain the ultimate right of complaint is to the National Regulator for the Vocational Education industry, ASQA. Their complaints process is available on their website: <http://www.asqa.gov.au/>

Complaints will always be conducted in a fair, unbiased, honest and transparent manner, as quickly as possible and in such a way as to ensure the privacy of the parties.

Licenced Outcome

As previously stated, Real Estate Licensing qualification requirements vary from state to state and different states require different combinations of units to achieve a qualification that can be used to support an application for a real estate licence.

Leverage Academy **does not** and **cannot guarantee** that a student will have a successful licence outcome. The licence application is between the applicant and the State or Territory authority which is responsible for the determination. For example, in NSW, an applicant would apply with the Office of Fair Trading (NSW).

The following is one example of the requirements that need to be met by licence applicants in NSW as per the Property and Stock Agents (Qualifications) Order 2019 under the Property and Stock Agents Act 2002:

Class 1 real estate agent's licence without restriction condition:

Pathway 3—holders of class 2 licence without restriction condition

The person has—

- a) held a class 2 real estate agent's licence without a restriction condition for at least 2 years, and
- b) satisfactorily completed the class 1 work experience requirements during a 2-year period, and
- c) been issued with a relevant diploma from a registered training organisation, e.g. - CPP51119 Diploma of Property (Agency Management).

Appendices

Appendix 1: Assessment Appeal Form

By *completing* this form, you are formally appealing the decision pertaining to your assessment results. This form must be submitted to Leverage Academy within 30 calendar days of your assessment result to begin the assessment appeal process.

A written reply will be forwarded to you within 10 working days.

Name		Date	___/___/___
Email Address		Contact Number	
Street Address			
Name/s of Assessor			
Code & Title of Qualification			
Units of Competency (UoC) – Under Appeal <i>In the boxes below note UoC code and title</i>	Reasons for Appeal <i>Please provide a full, detailed description of your appeal. You may add further pages if required</i>		
<i>Read the statements below and tick in acknowledgement</i>			
<input type="checkbox"/>	I have read and understood the information about lodging an assessment appeal under Leverage Academy Assessment Appeals Policy		
<input type="checkbox"/>	I have verbally discussed this assessment appeal with my assessor prior to submitting this form		
<input type="checkbox"/>	I have provided supporting evidence relating to this appeal		
<input type="checkbox"/>	I declare that all of the information above and attached (if applicable) is factual and correct.		
Learner Signature			

Appendix 2: Complaint Form

By completing this form, you will be submitting a formal complaint to Leverage Academy.
We appreciate you taking the time to notify us of your concern. We value your feedback and hope to be able to resolve your complaint as soon as possible.
A written reply will be forwarded to you within 10 business days.

Name:		Date:	___/___/___
Email Address:		Contact Number:	
Street Address:			

<i>Please tick the appropriate boxes</i>	Learner	Leverage Academy Office Staff	Leverage Academy Trainer/Assessor
Complaint raised against:			
Complaint raised by:			

In the box below, please provide as much information as possible, and detail all aspects and concerns in full so a thorough review can take place. Extra information can be added along with this form if required.

I hereby declare that all details in this request are true and accurate.	Signature:	
--	------------	--

OFFICE USE ONLY

Received by:		Date:	___/___/___
Complaint Given to:		Complaint Number:	
Replied by:		Replied Date:	

Action Taken and Outcome:	
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Improvement Required?:	
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Appendix 3: Appeal Form

By completing this form, you are requesting to appeal the decision pertaining to your complaint to Leverage Academy. This form must be submitted to the CEO of Leverage Academy within 7 working days of you receiving the complaint decision to begin the appeal process. The matter will be deemed closed and settled if no response is lodged within 7 working days. A written reply will be forwarded to you within 7 working days.

Name:		Date:	___/___/___
Email Address:		Contact Number:	
Street Address:		Complaint Number:	

You have the right to select a mediator to represent your concerns or have no representation.

<i>Please select mediator choice</i>	<i>Selection of <u>Independent</u> Mediator</i>	<i>Tick Choice</i>
<i>(Write name) Your mediator choice:</i>		
No mediator required:	No representation	

In the box below, please provide as much information as possible, and detail all aspects and concerns in full for your reason to appeal the complaint decision. Extra information can be added along with this form if required.

I hereby declare that all details in this request are true and accurate.	Signature:	
--	------------	--

OFFICE USE ONLY

Received by:		Date:	___/___/___
Appeal given to:		Appeal Number:	
Replied by:		Replied Date:	___/___/___
Action Taken and Outcome:			
Improvement Required?:			

2										To email me a reprint of the originally issued Certificate/Statement of Attainment (SoA)									
Qualification details		Code					Title												
Qualification details		Code					Title												
↑ Tick box	Learner Signature								Dec. Date:		DD / MM / YYYY								
3										Complete the appropriate below fields that are incorrect in our records with the correct information. Leave fields blank that are currently correct.									
Given Name/s										Date of Birth		DD / MM / YYYY							
(Family/last) Surname										Gender:(circle)		M	F	X					
Title: (circle)		Ms.	Mrs.	Mr.	Dr.	Other _____				Mobile No									
Email address										Alternate No									
Street Address										STATE		P/CODE							
↑ Tick box	I declare that all of the information above is accurate and true. Supporting evidence has been included.				Learner Signature						Dec. Date:		DD / MM / YYYY						
4										You have legally changed your name and you are requesting to have your qualification re-issued with your new legal name. State new legal name. Note that upon application, a processing fee of \$100 will need to be paid.									
Qualification details		Code					Title												
Qualification details		Code					Title												
Given Name/s																			
New (Family/last) Surname																			
Title: (circle)		Ms.	Mrs.	Mr.	Dr.	Other _____													
↑ Tick box	I declare that all of the information above is accurate and true. Supporting evidence has been included.				Learner Signature						Dec. Date:		DD / MM / YYYY						

5	<i>You are authorising the below specified person and/or business/organisation to request and receive verification that your issued qualification by Leverage Academy is genuine.</i>				
Qualification details	Code		Title		
	Date issued	<u>DD / MM / YYYY</u>	Certificate Number		
	Code		Title		
	Date issued	<u>DD / MM / YYYY</u>	Certificate Number		
Requestor Name					
Business / Organisation Name					
Email Verification Result to					
↑ Tick box	I give permission for Leverage Academy to authenticate my Certificate/SoA	Learner Signature		Dec. Date:	<u>DD / MM / YYYY</u>

OFFICE USE ONLY

Received and actioned by		Date	<u> </u> / <u> </u> / <u> </u>	
Request has been correctly completed	Yes / No	Identity of person making request has been confirmed	Yes / No	
Section 1	PDF copy of Student's Certificate/Statement of Attainment has been sent to nominated third party			Yes / No / N/A
Section 2	PDF copy of Student's Certificate/Statement of Attainment has been sent to the Student			Yes / No / N/A
Section 3	Correction of personal information has been made			Yes / No / N/A
Section 4	Qualification has been re-issued with Student's new legal name and sent			Yes / No / N/A
	Fee has been paid			Yes / No / N/A
Section 5	Qualification has been checked if authentic. Result has been provided to nominated recipient			Yes / No / N/A

Appendix 5: Refund Request form

By completing this form, you are requesting to apply for a full or partial refund from Leverage Academy. Each refund request is reviewed upon its own merits in line with Leverage Academy's Refund policy and procedure.

This form must be submitted to the Accounts Department of Leverage Academy:

- Accounts: Accounts Department
- email: info@leverageacademy.edu.au
- Phone: 1300 438 538

A written reply will be sent to you within five (5) business days with the determined outcome. If successful, a refund will be made as per the Refund policy and procedure.

Learner Name:		Date:	___/___/___
Company Name:			
Email Address:		Contact Number:	
Street Address:		Invoice Number:	
Amount Paid:		Amount Claimed:	

In the box below, please provide details of the reason for requesting a refund.

I hereby declare that all details in this request are true and accurate.

Signature: _____

OFFICE USE ONLY

Received by:		Date:	___/___/___
Returned materials have been received in an acceptable condition	Yes / No	If No, Why:	
Refund Approved:	Yes / No	If No, Why:	
Authorised by:		Refund Number:	
Amount Refunded:		Refund Issued Date:	___/___/___

Appendix 6: Privacy Notice

Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If you do not provide adequate information as requested, Leverage Academy may not be able to process your application for enrolment in nationally-recognised training.

How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

How we disclose your personal information

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector.

We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

How the NCVER and other bodies handle your personal information

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Education, Skills and Employment (DESE), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- Administration of VET, including program administration, regulation, monitoring and evaluation
- Facilitation of statistics and research relating to education, including surveys and data linkage
- Understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf.

The NCVER does not intend to disclose your personal information to any overseas recipients.

For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at www.ncver.edu.au/privacy.

If you would like to seek access to or correct your information, in the first instance, please contact your RTO using the contact details listed below.

DESE is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how the DESE will handle your personal information, please refer to the DESE VET Privacy Notice at <https://www.dese.gov.au/national-vet-data/vet-privacy-notice>.

Surveys

You may receive a student survey which may be run by a government department or an NCVET employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

Contact information

At any time, you may contact Leverage Academy to:

- Request access to your personal information; correct your personal information; make a complaint about how your personal information has been handled; ask a question about this Privacy Notice

For information about how Leverage Academy collects, uses and discloses your personal information generally, including how you can make a complaint about a breach of privacy, please refer to Leverage Academy's Privacy Policy which can be obtained by contacting us as per details found on page 4.

Appendix 7: Zoom Meetings

Please note: You do not need a Zoom account to participate in Zoom meetings hosted by Leverage Academy.

If this is your first Zoom meeting on your device, click download and run Zoom. The Zoom.exe file will download, and you will need to open the file.

Please note: This only needs to be done once for any device on which you use Zoom for the first time.

- Do this well in advance of your scheduled meeting.

If you are inexperienced or unsure on how to use Zoom, please watch either or both videos on how to use Zoom. To access, scan the selected QR code

Zoom for Dummies



Zoom Tutorial for Beginners: How to Use Zoom Video Conferencing



Leverage Academy will provide with the meeting details:

- Date and time
- Meeting ID number or meeting link
- Meeting password

Student Identification

Upon entry to the first session, have your personal photo ID ready. Upon request, hold your photo ID next to your face so that it is visible to your trainer, who can then verify you as the student.

At all times, keep the video feature on. This ensures that the trainer has full confidence that all students are in attendance and attentive.

Choose video layout

At the upper right of the Zoom window, you can switch between active speaker view (shows the speaker) and gallery view (Shows all attendees – depends on screen size and settings – can go to more than one page of images). You can also switch between a shared screen and the video by clicking on a button available in this location during a screen share.

General Guidelines

If you click on Participants (bottom tool bar), you can see who is currently in the meeting. The participants list also gives you the option to raise your hand or rename yourself.

- Raise Hand - notifies host (Leverage Trainer) and shows a prompt to simulate hand raise
- Rename - hover over your name to change it as it is seen in the participants list & video window
 - Ensure that enter your correct name as per Student enrolment

To comment, raise your hand icon. Once selected, you can Unmute your microphone by clicking the microphone icon at the bottom left of control bar and make your comment. All participants will be able to hear you. Once finished, lower your hand icon and Mute yourself.

- The host also has the ability to Mute you.

Be respectful and do not be disruptive by Unmuting yourself to make a comment without being requested to do so.

Refrain from participating in other activities while in attendance at the meetings. For example, using mobile phone for communication, social media, gaming, surfing the net, etc. will only distract you from being attentive to the information being presented.

Leverage Academy is committed to providing a training environment free from discrimination, bullying, victimisation and/or harassment of any kind. All aspects as covered by this Handbook apply as well for Zoom meetings.

Leave meeting

Click 'Leave meeting' to leave the webinar at any time. If you leave, you can rejoin if the webinar is still in progress, as long as the host has not locked the webinar. Always best to confirm with the host beforehand.

Video Meeting Etiquette: 5 Tips to Ensure a Great Attendee Experience

There's just no substitute for good manners in all of our daily interactions, and they're certainly appreciated more than ever in workplace meetings. There are some age-old guidelines that comprise good meeting etiquette — being on time, maintaining eye contact, paying attention — and applying those same principles to our video meetings can go a long way toward a productive business environment. It can also help elevate your personal reputation into "great meeting host" territory.

Traditional business meetings are too often considered unproductive because there are so many delays and interruptions. Reliable, easy-to-use video conferencing platforms like Zoom have helped to restore meetings' reputations, but there are still ways to ensure all of your attendees get the most out of the allotted time.

Some of the most common-sense meeting decorum — avoiding eating and drinking, minding your body language, and being respectful to whoever is speaking — are no-brainers. So here are seven additional etiquette tips to help ensure a focused and effective Zoom Meeting.

1. Make sure to introduce everyone at the beginning.

Just like a real meeting or social event, you wouldn't initiate a conversation between two acquaintances who haven't met without introducing them. The same practice applies to a virtual meeting. Be sure to introduce all parties you are hosting at the beginning to create a welcoming environment and stimulate engagement.

2. Ensure that you have a clean, work-appropriate background.

You want your attendees' focus to be on the meeting content, not your messy office or your amazing art collection. By having a clean setting with work-appropriate art and decorations, you reduce the chance that attendees will get distracted. You should also try to attend the meeting from a quiet area that has minimal background noise and movement. Zoom's [virtual background](#) feature is an easy way to eliminate background distractions when you have to meet in a messy or busy location.

3. Look into the camera when talking instead of looking at yourself.

If you're looking at yourself on the screen while you're talking, it will seem like your attention is elsewhere. Direct eye contact into the camera while speaking gives attendees the impression that you are looking at them rather than off to the side, which creates an environment where everyone feels engaged and present in

the conversation. Be sure to position your web camera and monitor at eye level so you can look into the camera and simulate that eye-to-eye connection with other attendees.

4. Eliminate distractions and focus on the agenda.

Notifications from messaging applications, ringtones, and applications running on your desktop can be distracting, which can make your attendees feel disrespected and undervalued. Mitigating these distractions helps keep the meeting focused and free from interruption.

5. Be aware of your audio and video settings.

Check whether your microphone is unmuted and that your camera is on to ensure that all attendees can hear you and see you when you speak. If you notice that someone in the meeting is speaking but their microphone is muted, you can alert them that they are muted by requesting that they unmute their audio in the Manage Participants tab. You also can manage how you start and join meetings — with video on, entering a meeting muted, etc. — in your [Zoom Meeting Settings](#).