



Student Handbook

2025-2027

Table of Contents

Welcome.....	3
Key Contact Details.....	4
About People Improvers.....	5
Our Mission.....	5
Courses	6
Student Code of Conduct.....	7
Pre-Enrolment Information.....	10
Support Services.....	11
Commencing Your Studies.....	11
Plagiarism.....	12
Assessments & Reports	13
Student Complaints & Appeals	14
Completing Your Studies	15
Cessation of RTO Registration or Courses.....	16
Miscellaneous Information.....	16

Document History

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9.0	Jan 2025	Updated introduction	CEO
8.0	Jan 2024	5.1 removed the word 'this'.	General Manager
7.0	Aug 2023	Update of address and contact information Update of Units of Competency	General Manager
6.0	July 2022	Update of relevant Legislation	CEO
5.0	Dec 2018	Removed full duplication of policy content and replaced with list of policies and how to access. Consolidated pages. Reworded 'Welcome'. Minor amendments to wording. Removal of 'Learning Pathways' content. Removal of issuance Procedures.	CEO
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1.0	Dec 2016	Implemented	CEO

Welcome

Welcome to People Improvers.

This handbook provides useful information about our Registered Training Organisation (RTO) and your enrolment with us.

People Improvers have developed courses that are industry-specific, competency based and relevant to students who are looking build on their knowledge with a specific focus on competitive systems and practices or 'Lean'.

People Improvers RTO are a sister company to, and hold a third party training agreement with Productivity Improvers. Productivity Improvers delivers all training and assessment for People Improvers RTO.

In Australia, the Vocational Education and Training (VET) structure is guided by the Australian Qualifications Framework (AQF), offering Nationally Recognised Qualifications in a wide range of industry sectors. Students acquiring nationally recognised qualifications can obtain credits for all the successfully completed competencies between different educational institutes and courses, creating flexible education and career pathways.

We are committed to providing a positive and resourceful learning environment to all our students to enhance their learning experience. We are committed to student welfare and in continuously improving our service in both academic and administrative areas, seeking to add value to our student and client experience.

We welcome you as a new student. Please do not hesitate to contact myself or our staff with any queries, suggestions or concerns.

All the best wishes,



Sonia Hodgetts

Chief Executive Officer
People Improvers

Key Contact Details

RTO Registered Address:

13 Wellington Street South Burnie TAS

Tel: 0438 810 719

Email: info@peopleimprovers.com

Key Contacts:

People Improvers:

Name	Position	Tel	Email
Sonia Hodgetts	Chief Executive Officer	0438 810 719	ceo@peopleimprovers.com
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Productivity Improvers, RTO Third Party trainers & assessors

Name	Position	Tel	Email
Clynton Jaffray	Director	0418 348 874	clynton@productivityimprovers.com
Michael Bonney	Director	0459 117 221	michael@productivityimprovers.com

Your Notes:

About People Improvers

RTO Code: 45208

People Improvers (PI) is a Registered Training Organisation based in Burnie, Tasmania, delivering a range of Lean qualifications and courses to local businesses and their workforce.

People Improvers RTO are a sister company to Productivity Improvers. People Improvers RTO has a third party agreement with Productivity Improvers as the accredited trainers and assessors to deliver all our training.

People Improvers RTO are responsible for the quality of training and assessment provided, the issuing of all qualifications and statements of attainment, as well as communications to you regarding any changes to arrangements.

Our focus is the delivery of excellent and responsive training and qualification attainment along with advisory services that empower staff to be sufficiently trained to create continuous improvement in their professional and private lives.

Our Mission

'To offer and facilitate industry-focused training courses that enable organisations to upskill their workforce in the areas of Competitive Systems and Practice (Lean). We aim to equip our learners with appropriate skills and capabilities to effectively work and participate in continuous improvement activities in a knowledge-driven environment.'

Courses

Code	Course Name	Mode	Estimated Duration
MSS40322	Certificate IV in Competitive Systems and Practices	Blended – workplace and classroom	8 months, 1 session per month and incorporating homework
MSS403014 Facilitate team engagement with competitive systems and practices. MSS403026 - Work within a constrained process MSS403081 - Ensure process improvements are sustained	Lean Leader SWE	Classroom and Simulated Work Environment	150 hours
Other combinations of CS&P Units of Competency as requested		Blended – workplace and classroom	

Student Code of Conduct

1. Purpose

We are committed to providing a safe, supportive, collaborative, and positive learning environment to all the students. This Code sets out the RTO expectations of students with respect to their academic and personal conduct and outlines the RTO's responsibilities to students.

2. Scope

This code applies to all students enrolled with People Improvers. This code does not replace, but supports, legislation, relevant professional bodies' codes of conduct or awards and policies.

3. Definitions

RTO Members: Means all employees of People Improvers regardless of the type/tenure of employment, contractors, visitors, guest speakers and persons on honorary appointment.

The Code: The Student Code of Conduct

4. Legislative Context

- Tasmanian Anti-Discrimination Act 1998
- Copyright Act 1968
- Workplace Gender Equalities Act 2012
- Freedom of Information Act 1982
- Work Health and Safety Act 2012 (TAS)
- Privacy Act 2020
- Public Interest Disclosure Act 2013
- Fair Work (Registered Organisations) Act 2009

5. The Code

5.1 Compliance with all policies, procedures and quality initiatives

All students are required to observe and comply with all RTO policies, procedures, guidelines, and quality initiatives at all times during their enrolment at the RTO. Information is provided to each student at induction.

5.1 Student Obligations

People Improvers expects its students to;

- Inform themselves of the RTO's rules and policies affecting them and comply with this Code of Conduct at all times.
- Treat all RTO staff, other students, and visitors to the RTO with courtesy, tolerance and respect.
- Ensure their contact details are up to date and that they regularly read all the communications and emails sent to their provided email and physical addresses.
- Identify themselves when required to do so by a RTO staff member and produce identification on request to a RTO staff member fulfilling the requirements of their duties.
- Treat other students and staff with respect so as not to compromise their health, safety, privacy and welfare.
- Abstain from bullying, harassing, and any other unlawful activity or unacceptable behaviour whilst in class activities, including the online environment.
- Not engage in behaviour that is perceived to be threatening or intimidating or causes any person to

- fear for their personal safety or well-being.
- Respect the rights of others to be treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.
- Adhere to Course requirements and classroom norms established in class.
- Make timely payment of any fee, charge or penalty imposed by the RTO.
- Ensure their actions or inactions as a student do not harm, or bring into disrepute, the RTO's reputation or good standing.
- Be punctual to the commencement of all classes and events.

5.2 Unacceptable Student Behaviour:

Unacceptable behaviour may include but is not limited to;

- Endangering the safety of self or others
- Inappropriate physical contact and/or physical violence
- Bullying and intimidation of any other person
- Being affected by drugs and/or alcohol
- Consistently disrupting the work of learning in the classroom
- Inappropriate isolation of a group member from group activities
- Putting at risk the good reputation of any other person
- Making racist or sexist comments to any other person
- Demeaning another in any way
- Constantly and inappropriately seeking attention
- Behaving in a disruptive manner such as swearing, yelling, using offensive language
- Inappropriate invasion of another's personal space
- Stealing
- Disobeying any reasonable direction by a staff member
- Viewing or distributing offensive material via the internet, e-mail or any other means

If your behaviour is disruptive or unacceptable, disciplinary action may be taken against you. A trainer/assessor can ask you to leave the classroom or refuse entry to a classroom if your behaviour is disruptive or dangerous. If your behaviour threatens the safety of others, interferes with the duties of staff or other students' study or damages or threatens RTO property, you may be suspended. **A student may be suspended or have their enrolment terminated from a course for behaviour that contravenes this Code of Conduct.**

5.3 Integrity in Academic Works

Students are expected to;

- Not engage in plagiarism or other academic misconduct
- Actively participate in the learning process Attend scheduled course training activities and submit assessment tasks on time, unless unforeseen or exceptional circumstances arise.
- Behave ethically, avoiding any action or behaviour that would unfairly disadvantage or advantage either themselves or another student.
- Comply with the assessment conditions, trainer/assessor instructions, and ensure the proper use of copyright material.
- Not behave in a way that disrupts or interferes with any training or academic activity of the RTO.

5.5 RTO Resources

Students have a general responsibility to safeguard, properly use and care for RTO resources. Fraud or theft by a Student may result in dismissal or a legal action.

Students are expected to:

- Use and care for all RTO resources, such as buildings, equipment, information and communication technology resources, in a lawful and ethical manner, mindful of the need for resources to be shared by all RTO members.
- Not engage in behaviour that is detrimental to RTO property, including the RTO course materials.
- Not misuse resources or facilities in a manner which is unlawful or which will be detrimental to the rights and properties of others.

6. RTO Responsibilities

The RTO has responsibilities to ensure that students:

- Study in a learning environment which fosters student participation in active and collaborative learning activities that contribute towards development to knowledge, skills and graduate attributes.
- Are considered for selection into courses or programs on the basis of criteria that are valid, explicit, fair and reliable.
- Enrol in courses and programs of study that are of high standard, satisfy relevant professional requirements, are up-to-date and based on training packages and industry expectations.
- Have access to appropriately qualified trainers and learning support services.
- Have access to materials, equipment and other resources to enable completion of academic courses.
- Receive timely, complete, clear and accurate information in relation to the content, conditions, cost and assessment tasks of courses.
- Receive timely and appropriate feedback on assessment tasks.
- Receive timely and appropriate information in relation to administrative procedures that apply to them.
- Have an opportunity to provide feedback on the training, learning and assessment environment.
- Study and work in a physically and mentally safe, harmonious, tolerant and productive academic environment.
- Are treated with courtesy, tolerance and respect as valued members of the RTO community.
- Are treated fairly, impartially and consistently in all aspects of RTO policy, procedures and practice.
- Are treated equitably, free from all forms of unlawful discrimination and harassment, including sexual harassment.

Pre-Enrolment Information

How do intending students apply for admission in the RTO?

People Improvers works directly with organisations to train their staff. Once an arrangement with an employer/organisation has been finalised, interested students will complete the enrolment process. The RTO will maintain communication with the student either directly or via the employer.

How does the RTO formalise the enrolment?

The RTO's enrolment process is guided by the *Student Admission and Enrolment Policy and Procedure*. This policy outlines the procedure for approving admission applications and enrolling students in the relevant courses or units of competency.

Are there any Tuition or other Fees to undertake the courses?

When the student is enrolled at the request of their employer, the RTO does not charge any course fee

directly to the students/learners. Students who privately enrol with People Improvers or request Recognition of Prior Learning (RPL) assessment to be undertaken will be charged the quoted cost directly. The RTO reserve the right to charge admission/administrative fees when required. The fees will be clearly advised and published.

How does the RTO support my Language, Literacy and Numeracy requirements?

For all learners, these skills underpin your vocational learning, the development of employability skills and your workplace communication skills whatever level of course or training you are doing. Accordingly, People Improvers will embed LLN principles within its delivery and learning and assessment tasks. LLN assessments will be conducted during student induction for full qualification courses. Other arrangements shall be made for short courses, in line with our LLN Assessment and Support Guide.

What if I need other support during my study?

We recognise that other events in your life may impact on your ability to focus on your study. Information to support with your physical and mental health is available on our website. Our first priority is the health and safety of our students and staff. You may speak to your facilitator or the Chief Executive Officer for a confidential conversation about how to access services that can support you during difficulty.

I have a disabilities / health condition- can I still participate?

Definitely, our enrolment process identifies students who consider themselves to have a disability, impairment or long-term condition. The RTO representative will work with these students to identify any barriers to the learning processes; attending classes, site visits and completion of workplace assessments. As students are already employed most of these issues will have been identified and addressed through their own workplace integration. The RTO shall be responsible for any liaison, support or provision of information for students identifying as having a disability or with health conditions. Depending on the nature of the health condition, the facilitator will be involved in discussions to ensure the learning environment is appropriate to the student needs.

What RPL or Credit Transfer arrangement are place to assessment pre-training RPL eligibility of the students?

PI provides RPL and Credit Transfer opportunities to all its prospective and existing students. People Improvers recognises all National qualifications achieved within the AQF framework and provides credits for equivalent competencies achieved into its courses.

Is there a fee for RPL or Credit Transfer?

The RTO does not charge any fee for Credit Transfer applications.

RPL is an extensive process and the RPL fee is equivalent to a single unit fee on a pro-rate basis based on the total course fee. Where there is a funding provision for RPL, the RTO will not charge any fee to students/applicants. Please contact the Chief Executive Officer on info@peopleimprovers.com should you require any further information about RPL or Credit Transfer.

How does the RTO ensure access and equity in its programs?

Access refers to the ability to enter training regardless of racial, religious, cultural or language backgrounds or physical attributes. Equity is about ensuring that all people have the supports that they need to access, participate and achieve to the same level. The RTO has an *Access and Equity Policy* in place that ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training irrespective of their age, disability, background, gender, religion, sexuality, family responsibilities, or location. The RTO staff, trainers and assessors adhere to the principles and practices of access and equity in the provision of education and training services.

Learning Resources

All students are provided with course materials in a format that best suits their needs and / or the course delivery. Access to electronic learning materials and templates are provided, as required, during the course.

Health & Safety

The RTO will take every practicable step to provide and maintain a safe and healthy work environment for all employees and students. To this end, we abide by the responsibilities specified by the relevant WHS legislation and regulations and subsequent state and federal amendments. If the Students observe a safety hazard, they should report this to the facilitator immediately. If they have any further concerns, they should advise the RTO representative.

Commencing Your Studies

Session One; RTO Induction and Course Introduction

It is important that you attend the first face-to-face session as it includes your induction. This session provides all students with information about the training, assessment and support services, their responsibilities as student, key policies/events that impact upon their completion, and their rights and obligations at the RTO.

If you are unable to attend Session 1 please advise your facilitator or the RTO representative who will arrange for you to be provided with information for reading and/or a catch-up session.

What does participation entail?

Most of the training is provided on-the-job, with tasks, activities, and learning aligned with workplace tasks. Further, in a competency-based environment, students need to demonstrate certain skills as part of their course which is-achieved during workshop and classroom-based assessment sessions.

Will the RTO keep classroom/workshop attendance records?

Yes, attendance records must be kept as evidence of student participation and attendance during learning and assessment sessions. You are required to sign the attendance sheet.

Plagiarism

Plagiarism happens when you copy or reproduce someone else's work or ideas without acknowledging its original source. This includes, but is not limited to, obtaining information from books, the Internet and fellow students. People Improvers treats plagiarism as cheating. Cheating and plagiarism is a serious offence, and will be treated seriously. The RTO imposes severe penalties on students who cheat and plagiarise. If you need assistance acknowledging the work of others, please speak to your facilitator.

Assessments & Reports

PI will ensure that all assessments are;

- Valid, fair, flexible, reliable, feasible and incorporate clearly defined assessment criteria and evidence requirements
- Designed to measure students' achievements against explicit learning objectives, to promote learning, and improve student performance
- Based on a range of assessment practices designed to accommodate the diversity of learners and allows them to demonstrate their achievement as learners
- Promote integrity in assessment to ensure, as far as possible, that students receive proper credit for assessable work which is their own

- Incorporate feedback that supports student learning and is prompt, informative and where appropriate provided throughout, not just at the end of, the learning process
- Be moderated or validated to ensure appropriateness to the unit/module and level of difficulty

Conditions of Assessment

- On commencement, the students should review and understand all the course related information including course structure, prerequisites and competency requirements for each unit of competency.
- All assessment works must be completed within the prescribed duration. Due dates for the assessments will be set by the assessor.
- The students have the responsibility to maintain the required attendance and participate in all the in-class activities and assessment/project tasks to be able to develop the required skills and knowledge.
- The students must keep record of their activities, assessments and research and take an active interest in exploring new concepts and ideas
- There are only two assessment outcomes, “C” (Competent) and “NC” (Not Competent)
- To successfully complete the course the student must complete and obtain a ‘Satisfactory’ result in ALL the assessment tasks and activities.
- Each assessment can only be attempted a maximum number of times. If marked “NYC” in any unit of competency after all the allowed reassessment attempts have been exhausted, the student will need to re-enrol in the unit according to RTO’s Re-Assessment Policy
- Students completing partial course will be awarded a “Statement of Attainment” showing respective competencies achieved
- To maintain fairness in assessment, all the students will be provided with similar and equitable assessment conditions (place, time, opportunity and supervision) as applicable
- In-class assessment tasks must be completed during designated sessions in presence of an assessor.

Additional Needs and Reasonable Adjustment

The making of reasonable adjustments where additional needs exist in regard to assessment should be discussed with your facilitator or the RTO representative. Reasonable adjustments should not decrease the rigor of the assessment but should accommodate the additional need as much as is practical.

Examples of reasonable adjustment in assessment include:

- Substitution of an oral assessment task for a written one
- Provision of extra time
- Use of an interpreter
- Use of adaptive technology
- The existence or absence of additional needs must be established, and an appropriate record kept of the efforts made to accommodate a student’s additional needs and the outcomes of those efforts.

Where additional needs regarding assessment exist, then reasonable adjustments should be made in accordance with relevant policies and procedures of the RTO.

What types of assessments does a unit contain?

Our courses contain written and practical tasks, Q&A’s, audits, projects and presentations. The assessments will include both workplace-based assessments and in-class/session assessments. You may also have to do assessment work in your own time.

Do I need to complete all the assessments to pass a unit?

Yes. To pass a unit, you need to complete all the given assessments and obtain a ‘Satisfactory’ marking in each of the assessment tasks, unless alternative evidence is negotiated and agreed to by the assessor. (See ‘Special Needs and Reasonable Adjustment’)

When are the assessments conducted?

The assessments will include both workplace-based assessments and in-class/session assessments.

How will I know about assessment schedule and sessions?

Your trainer will provide you with an assessment schedule, conditions, and requirements at the beginning of the course.

Do I need to attend workshop assessment sessions?

You MUST attend all the designated assessment sessions to meet the assessment requirements unless an alternative approach is agreed with the assessor. (See ‘Additional Needs and Reasonable Adjustment’)

What happens if I do not submit my assessments?

You will be deemed Not Yet Competent (NYC) in a unit if you fail to complete or submit any of the assessment tasks, and will need to contact your facilitators and/or the RTO representative to discuss your options.

Student Complaints & Appeals

If a student has a complaint concerning any matter in relation to the RTO, there is a process in place to ensure that the complaint can be resolved amicably. Students have access to a complaints procedure if they feel they have been unjustly treated, undermined, vilified or harassed in any circumstances. All the complaints will be treated in full confidence.

A complaint can be lodged in writing by email or in person. A student can lodge their complaint with any member of staff but should preferably lodge their initial complaint with the RTO representative. The student must lodge their complaint with only one member of staff at the RTO. If the complaint needs to be escalated, the staff member will follow the complaint policy. A written record of the complaint will be kept on the student file. The RTO treats all complaints in confidence and will seek the permission of the student before discussing the complaint with any party mentioned or named in the complaint. The student will be given a written statement of the outcome, including details of the reasons for the outcome.

Please contact the Chief Executive Officer of the RTO: ceo@peopleimprovers.com should you wish to lodge a complaint.

Student Support & Welfare:

People Improvers can provide initial support to individual learners to assist them to meet the requirements of our training. The RTO will monitor a students' progress to observe signs of requiring support as needed, offering extra time to complete training and assessments, extra one-on-one sessions with facilitator, or offering alternative methods of assessments. Further support is also available through the organisations below:

Services	Phone
Access Mental Health – Helpline (24 hr)	1800 332 388
Advocacy Tasmania Inc.	1800 005 131
Alcohol and Drug Service Tasmania (AD)	1300 139 641
Alcohol Drug Information Services (ADIS) (24 hr)	1800 250 015
Child Safety Service – Communities Tasmania (24 hr)	1800 000 123
Parent Line – Child Health & Parenting Services (24 hr)	1300 808 178
Family Violence Counselling and Support	1800 608 122
Lifeline (crisis counselling 24 hr)	13 11 14
Mental Health Families & Friends Tasmania	03 6228 7448
Official Visitors Program	1800 001 170
Q Life (LGBTI support)	1800 184 527
Relationships Australia (Tasmania)	1300 364 277
Sexual Assault Support Services (24 hr)	1800 697 877
Suicide Call Back Services (24 hr)	1300 659 467

Completing Your Studies

What is a Testamur?

A testamur is defined by the AQF as “an official certification document that confirms that a qualification has been awarded to an individual”.

What guidelines does the RTO use in the format and content of its testamurs and statement of attainments?

The RTO complies with Australian Qualifications Framework (AQF) *Qualifications Issuance Policy* and follows the templates suggested by AQF. Each testamur also contains the words, “The qualification is recognised within the Australian Qualifications Framework”.

What fundamental principles are followed in issuing testamurs and statement of attainments?

A learner who has successfully completed all of the required units of competency is entitled to receive the following certification documentation on award of the qualification:

- A testamur, and
- A record of results

People Improvers ensures that;

- Graduates receive the certification documentation to which they are entitled
- AQF qualifications are correctly identified in certification documentation
- Nationally Recognised Training (NRT) logo is used according to NTR logo specification to promote

and certify national vocational education and training leading to Australian Qualifications Framework (AQF) qualifications or Statements of Attainment

What is a Statement of Attainment?

A statement of attainment is only issued if a learner successfully completes one or more units of competency but does not meet the requirements for a qualification. The statement of attainment will list all the units of competency or modules achieved.

Cessation of RTO Registration or Courses

If, for any unforeseeable event, the RTO closes or ceases to deliver any part of the agreed courses, the RTO shall;

- Inform the students within 48 hours of any such changes occurring;
- Communication methods will include (but not limited to) announcement on RTO's website, emails, phone calls, student meeting/information session;
- Nominate and provide a contact person's name and contact details, as well as a 24-hour contact number, to assist the students with any enquiries or concerns;
- Make all the necessary arrangements for student transfer/transition as per its obligations under the NVR act and the applicable laws and regulations;
- Act in the best interest of students;
- Provide information on, and process, any due refunds of unexpended tuition fees;
- Provide up-to-date student academic records or any other student records required; and
- Assist with and cooperate with the regulator in the process, and transitioning of students

Miscellaneous Information

Students' Property

Please do not leave any valuables unattended. *The RTO is not responsible for the security of personal belongings.*

Privacy

The RTO upholds the **Commonwealth Privacy Act**. You can be certain that all your personal details will remain confidential unless you specify otherwise. Equally, please respect the right to privacy and confidentiality of all other Staff, and of the students. This includes, but is not limited to:

- In accordance with section 11 of the *Student Identifiers Act 2014*, People Improvers will securely destroy personal information which we collect from individuals solely for the purpose of applying for a USI on their behalf as soon as practicable after we have made the application, or the information is no longer needed for that purpose.
- Not revealing contact details of any student or staff without their written permission. This includes e-mail addresses.
- Only discussing a student's results with appropriate staff members.
- Only discussing a student's fees with appropriate staff members.
- Alerting the RTO representative if there is any breach of privacy, so that the issue can be resolved quickly.

Access & Equity

It is **against the law** (Tasmanian Anti-Discrimination Act 1998) to **discriminate** against **anyone** because of:

- Age, race or gender
- Disability
- Industrial activity

- Lawful sexual activity/orientation
- Marital, parental or carer status
- Physical features (other than accessories such as dreadlocks, piercing or tattoos)
- Political or Religious beliefs or activities
- Pregnancy

These principles are upheld by the RTO Staff in the following ways:

- All Staff receive details of the RTO's commitment to equal access and equity at the time of their Induction
- Wherever applicable, staff are trained to provide for a diverse range of students
- Wherever applicable, literature and facilities are provided for a diverse range of students
- As specific access and equity cases are identified by staff, strategies are formulated, implemented and documented with management to overcome these difficulties
- All reasonable support, both internally, and externally, is provided to students and Staff where they face difficulties with their access & equity
- Specific groups may be asked occasionally to provide feedback on their access and equity, to ensure that fairness and equality is upheld

Every student at the RTO has fair and equal access and equity, appropriate to their respective study programs.

Key Policies and Procedures

The following policies and procedures are referred to in this Handbook. For a full list of policies, procedures, and forms, please contact the RTO representative.

- RPL and Credit Transfer Policy and Procedure
- Withdrawal Policy
- Privacy Policy
- LNN assessment and Support Guide
- Admission and Enrolment Policy and Procedure

All enquiries and feedback to:

Chief Executive Officer

People Improvers

Email: ceo@peopleimprovers.com.au