



YOUR STUDENT WELCOME HANDBOOK

*A friendly guide for students attending
Letizia's courses and workshops.*

*Your course-specific information and the
relevant RTO's student handbook still
apply where required.*

BELIEVE • ACHIEVE • SUCCEED

A WARM WELCOME FROM TIFFANY & MARZ

Welcome to Letizia's Training & Development

Dear Student,

Firstly, thank you for choosing to learn with us. We are genuinely happy to have you here.

We know that walking into a classroom *isn't always easy. For some, it's exciting. For others, it can feel a little overwhelming, especially if it's been a long time since you last studied or if you've had difficult learning experiences in the past.*

We want you to know something *from the very beginning: you belong here.*

At Letizia's, *we believe that everyone deserves the opportunity to learn, grow and achieve something they can be proud of.*

We understand that everyone learns differently. *Some people need a little more time, some need things explained another way, and others simply need someone to remind them that they are capable.*

And that's okay. *That's what we're here for.*

We don't expect you to walk through our doors knowing all the answers. We don't expect perfection, and we certainly don't expect everyone to learn at the same pace.

What we ask is that you come with an open mind, *treat others with kindness and give yourself a chance.*

If you're struggling, *please tell us. If you don't understand something, ask us. If you need a little extra support, we're here to listen and help wherever we can.*

Our trainers are here not just to teach, but to encourage, guide and support you while ensuring you develop the skills and knowledge you need.

There is nothing more rewarding for us than seeing a student who once doubted themselves walk away with confidence, new skills and a sense of achievement.

Whether you're here to gain a qualification, improve your employment opportunities, try something new or simply take that first step towards a better future, we want your experience with us to be a positive one.

Please remember, your starting point does not determine how far you can go.

Our mission is simple:

BELIEVE in yourself, even when things feel difficult.

ACHIEVE through learning, effort and support.

SUCCEED by taking pride in how far you've come.

From both of us, thank you for allowing Letizia's to be a small part of your journey.

We are so pleased you're here.

With warmest wishes,
Tiffany & Marz Letizia

Letizia's Training & Development
Believe • Achieve • Succeed



Hello and welcome to Letizia's! We know that starting a course can feel exciting, nervous or a bit of both. Some students haven't been in a classroom for years.

Some are learning in English as an additional language. Some simply need a little extra time. That is okay.

Our promise is to treat you as a person, not just a student number. We will encourage effort, answer questions respectfully and help you understand what comes next.

What you can expect from us

A friendly trainer who explains things in everyday language.

- A respectful place where questions are welcome.
- Opportunities to practise and build confidence.
- Clear instructions about what you need to do to complete your course.
- Help to understand the next step if something does not go to plan.

Please tell us what helps you learn

You can let us know if you prefer instructions explained again, need help reading a question, benefit from a demonstration, or would like a quiet conversation with the trainer.

Where reasonable and permitted by assessment requirements, we will look at ways to support you without changing the skills you need to demonstrate.

Our favourite question

"Could you please explain that another way?" We love that question. Asking for help shows you are giving learning a go.





OUR GENTLE CLASSROOM RULES

These are not here to make anyone uncomfortable. They help everybody feel safe and respected.

Be kind

Treat fellow students and trainers with patience and respect. Different people learn in different ways.

Have a go

You do not need to get everything right first time. Listen, practise and ask for help.

Arrive ready

Please try to be on time and bring any identification, clothing or other items listed in your booking instructions.

Keep each other safe

Follow the trainer's safety directions, especially during practical activities. Tell us if you see a concern.

Give everyone a chance

Listen while others speak and allow others space to practise.

Use phones thoughtfully

Keep phones quiet during learning and assessments unless the trainer says otherwise.

Speak up early

If you are running late, unwell or worried about something, contact us. We would rather help early.

LEARNING AND ASSESSMENTS

Some courses have practical activities, questions or assessments to check you can perform the required skills. Your trainer will explain what is expected and how the assessment works.

If a question feels hard

Please ask for clarification. We can help you understand the wording and instructions where the assessment rules allow it. For nationally recognised training, you still need to show the required knowledge and skills yourself.

If you are not successful the first time

It does not mean you cannot learn. Your trainer will explain the outcome and the options available under the course and training organisation's assessment process. You can ask what to work on next.

Different courses, different pathways

Letizia's offers courses with registered training organisation (RTO) partners and also runs its own non-accredited workshops. Your booking information will tell you which arrangement applies.

Allens Training (RTO 90909)

certain nationally recognised courses such as First Aid and White Card.

Quality Service Skills (RTO 90791)

courses including RSA and the nationally recognised Barista pathway.

Letizia's own Barista workshops

non-accredited learning experiences.

For nationally recognised courses,

the relevant RTO determines assessment and certification requirements. Completing or attending a course does not automatically guarantee a qualification or statement of attainment.





LOOKING AFTER YOURSELF AND EACH OTHER

Your wellbeing matters

If you are feeling overwhelmed, having difficulty understanding something or need a short conversation, please tell your trainer privately. We will listen and help you explore reasonable options.

Privacy and respect

We ask everyone to respect other students' personal stories and information. Please do not take photos, videos or recordings of others without permission. Formal information about how student data is handled is available in the relevant privacy policies.

Attendance, changes and refunds

If your plans change, email us as soon as you can. We aim to help students move to another available date or consider a refund, depending on the circumstances and applicable course arrangements. Your booking terms, refund policy and consumer rights still apply.

If something is not right

Please tell your trainer or contact Letizia's directly. We want to listen, take concerns seriously and help find a sensible way forward. For nationally recognised training, you can also use the relevant RTO's feedback, complaints or appeals process.

Need to contact us?

Email: info@letizias.com.au

Website: www.letizias.com.au

One last thing

We want you to leave with more than a completed course. We want you to leave knowing you had a go, learned something useful and can keep moving forward.

