



THE JUST CAREERS TRAINING STUDENT HANDBOOK

Certificate Courses

Welcome

Thank you for becoming a student with **Just Careers Training**, or **JCT** as our students prefer, a vocational education organisation committed to quality training and meeting the needs of our learners.

On behalf of our team, I would like to take this opportunity to welcome you to our organisation. It is a pleasure to have you on board and we look forward to supporting you in achieving your goals.

Just Careers Training (JCT) is committed to the pursuit of excellence in all aspects of teaching and learning. Excellence in teaching and learning involves learners as active participants in their educational journey, supported by staff who are willing to assist when and where they can.

Our motto is: Learn – Evolve – Exceed – Succeed

We like to apply this to ourselves first and we know that if our learners also apply this then they will succeed!

Our Student Charter, sets out the expectations learners can properly hold as they receive their education as well as what is expected of our students.

Importantly, it recognises that ethical, honest and sincere behaviour and treatment underpins the relationship between JUST CAREERS TRAINING (JCT) and its students.

Our Values Include:

- Honesty – we will be and expect other to be
- Integrity – we say what we mean and do what we say, we also expect the same
- Fairness – we like for others what we would expect of ourselves
- Flexibility – there are always other ways that goals can be achieved
- Quality – the standards of our work and service
- Technology – we value the use of technology while ensuring that the technology is easy to use and accessible by all
- Compliance – we know the law and our obligations, we will always inform you of yours
- Simplicity – let's not complicate things
- Sympathy – where we need to go over and beyond fair; we will

We like to apply this to ourselves first and we know that if our learners also apply this then they will succeed!

The entire team is dedicated to developing high-quality applicable courses and programs, and providing an exceptional level of education and service to all students.

If you have any questions regarding the Training Organisation or your course at any time during your studies, please contact one of our customer support staff.

Towards development!

Nouhad Hebous

Managing Director - Just Careers Training

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		PO Box 3098	
		Bankstown Square NSW 2200	

About Us

- We are a Registered Training Organisation (RTO) registered with ASQA (RTO ID 91413), the body responsible for ensuring quality in the Vocational Education and Training (VET) sector
- We are a national provider of vocational education qualifications. The Training Organisation delivers training nationally through its branches in Sydney, Newcastle, Brisbane and Perth.
- We like to keep up with the times – most of our courses are available online for those preferring this method of delivery. This also makes our courses accessible wherever you live.
- As well as online delivery – we also have options for face to face classroom style delivery, workplace onsite delivery and Print Correspondence.
- Some of our courses also include Webinar delivery to ensure that we provide this learning support option
- Each Branch is overseen by a Manager, who is responsible for general administration and the wellbeing of students within a given area.
- Our courses are available in a number of flexible methods including online, Print Correspondence and practical face-to-face training. This flexibility and choice allows you to tailor training to your needs and to fit learning around your busy schedule. In addition, you may change between methods with minimal fuss.
- All courses offered lead to qualifications and/or Units of Competency and Skill Set and Skill Groups from nationally recognised Training Packages. Courses have been developed on the basis of progressive assessment and learning.
- Our offerings may be slim, but we believe in mastering our area of expertise. The training we provide is developed by highly qualified and experienced educators to ensure you obtain the fundamental skills to progress and complete your course.
- Our organisation also caters for other learners who wish to gain recognised qualifications required for work such as First Aid Certificates and other safety related qualifications that may result in a licence or ticket. This part of our organisation is known as Licences 4 Work and you may visit our website for further information on these programs at www.licences4work.com.au

Contacting Us

HEAD OFFICE

CEO – Managing Director: **Mr Nouhad Hebous**

Email: nhebous@justtraining.com.au

General Manager – Managing Director: **Mr Ramy Bdeir**

Email: ramy.bdeir@justtraining.com.au

Telephone: 1300 558 241 | Email: info@justtraining.com.au

PO Box 3098, Bankstown Square NSW 2200

National Quality Manager: **Ms Macy Alameddine**

Email: macy@justtraining.com.au

NSW – Bankstown Branch

Telephone: (02) 8292 0111

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NSW – Blacktown Branch

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NSW – Cardiff Branch

Telephone: (02) 4954 4101

Email: info@licences4worknewcastle.com.au

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QLD – Coopers Plains Branch

Telephone: (07) 2101 2499

Email: info@licences4workbrisbane.com.au

Web: www.licences4workbrisbane.com.au

WA – Malaga Branch

Telephone: (08) 9344 1704

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WA – Jandakot Branch

Telephone: (08) 9344 1704

Email: info@licences4workperth.com.au

Web: www.licences4workperth.com.au

JCT – Branch

Telephone: 1300 558 241

Email: info@justcareers.com.au

Web: www.justtraining.com.au

Standards for Registered Training Organisations

This is the essential mechanism for the regulation of vocational education and training (VET). It is also the national standards against which RTOs are assessed.

ASQA is the national regulator for Australia's vocational education and training (VET) sector and is responsible for ensuring that training providers and other people comply with the requirements of the:

- National Vocational Education and Training Regulator Act 2011 (NVR Act)
 - o which includes the requirements of the Standards for Registered Training Organisations 2015 (Standards for RTOs)

The Standards for Registered Training Organisations 2015 replace the former standards for RTOs.

Other relevant Standards that apply include:

- AQF Framework <http://www.aqf.edu.au/>
- VET Quality Framework <http://www.asqa.gov.au/about-asqa/national-vet-regulation/vet-quality-framework.html>
- Data Provision Requirements 2012

The Standards Registered Training Organisations 2015 is used by ASQA and by RTO's as an instrument in protecting the interests of all students undertaking vocational education and training in Australia as well as the reputation of the excellent education provided by Australian organisations.

Just Careers Training (JCT) is committed to delivering consistent, high-quality training and assessment in the area of Vocational Education and Training and as such, abides by these standards.

Legislative Requirements

Staff and students are subject to a variety of federal and state legislation related to training and assessment as well as general business practice. Legislation relevant to an RTO falls into three categories:

- General operations
- Vocational education and training
- Occupation specific, such as licenses

This includes the current:

- National Vocational Education and Training Regulator Act 2011
- The Student Identifiers Act 2014 (The ACT)
- Privacy Act 1988
- Australian Privacy Principles (APP) – Schedule 1 of the Privacy Amendment (Enhancing Privacy Protection) Act 2012
- Freedom of Information Act 1982
- Copyright Act 1968
- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Human Rights and Equal Opportunity Commission Act 1986
- Anti-Discrimination Act 1991
- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017
- Occupational Health and Safety Act 1984 (WA)
- Vocational Education and Training (Commonwealth Powers) Act 2010 (NSW)
- WA Equal Opportunity Act 1984

You gain free access to these Acts at the Australasian Legal Information Institute (AustLII: www.austlii.edu.au)

You will be made explicitly aware of legislation relevant to your area of training via your trainer and other course information such as the training plan. If you are not sure about legislation that affects you, please do not hesitate to enquire with one of our Branch Managers.

Our Offerings

Our current CERTIFICATE course offerings include:

Code	Title
BSB30120	Certificate III in Business
BSB40120	Certificate IV in Business
BSB40520	Certificate IV in Leadership and Management
BSB50420	Diploma of Leadership and Management
BSB50320	Diploma of Human Resource Management
SIR20116	Certificate II in Community Pharmacy
SIR30116	Certificate III in Community Pharmacy
TLI30319	Certificate III in Supply Chain Operations
SIRRFSA001	Handle food safely in a retail environment

Graduates from each respective course are awarded a certificate with the course name and course code, signifying completion of a “Nationally Recognised Training” Program.

We also offer individual Units of Competency (that make up qualifications), Skill Sets and Skill Groups (groups of units that result in effective vocational skills).

Access and Equity Policy

Just Careers Training:

- Acknowledges the diverse nature of its student population and aims to meet the educational needs of all students, irrespective of their background.
- Will endeavour to meet the individual needs of trainees through the integration of access and equity principles.
- Will endeavour to ensure that equity principles for all trainees are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
- Will make reasonable adjustments to training delivery and assessment to increase opportunities for trainees to participate in their training programs delivered within the vocational education and training system. The Training Organisation will endeavour to provide training programs that consider the needs of all people within the community.

Students who would like to discuss their individual study and assessment needs should contact a Branch Manager on the Hotline 1300 558 241 or write to:

Just Careers Training Head Office, National Manager
PO Box 3098, BANKSTOWN SQUARE, NSW 2200.

The Training Organisation may request that a student supply evidence of the nature and extent of the disability or special needs.

Special needs, options and preferences of each individual student will be discussed during an interview and a plan for delivery of training and assessment prepared based on the student's individual needs.

Just Careers Training expresses its commitment to student access and equity by:

1. Ensuring access and equity issues are considered during resource and course development.
2. The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
3. Providing reasonable adjustments to training delivery and assessment that will support and assist students with a disability or other special requirements to participate fully in the course without disadvantage.
4. Ensuring that all trainees have physical access to education facilities in the region in which they are enrolled.
5. Presenting learning materials in a manner that embraces cultural diversity.
6. Providing trainees with a variety of options for demonstrating how they meet the required competencies.
7. Ensuring that there is a self-paced learning option to cater for Participants with varying time requirements.
8. Providing opportunities for re-assessment of Not Yet Competent assessment.

Just Careers Training further demonstrates its commitment by:

1. Interviewing students who express a special need in training delivery and assessment, discussing individual needs, options and preferences and preparing a customised plan for delivery of training and assessment.
2. Making reasonable adjustments to the way in which learning materials are supplied to students including learning materials supplied in alternative formats such as; audio tape, large format print, brail, computer disk etc.
3. Making reasonable adjustments to the way in which the course is assessed by having provision for oral rather than written questioning and alternative assessment modalities such as audio and videotaped answers. The Training Organisation also makes provision for alternative means of assessing the practical components of the course. Students in rural or isolated areas or students with a disability or other special needs have a choice in the way the practical element of their course is assessed. The Training Organisation will negotiate reasonable assessment options available for participants with a disability or other special needs if necessary.

4. Making Learning Materials available for external study in a written or on-line format that enables students' access to the information, regardless of their location.
5. Making available alternative format for students who do not have the hardware and software capabilities required for our online learning platform.
6. Providing all students ongoing access to support services in more than one way
7. Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
8. Ensuring that staff is appropriately informed and aware of access and equity issues.

Enrolment

In order to enrol into one of our courses you will be required to:

- Consider the pre enrolment information available on our website, in any current marketing information available
- Complete an application and/or enrolment form or by contacting us.
- Meet any pre-requisites as detailed in course information
- Provide a USI (more on this later)
- Agree to the terms and conditions
- Provide personal information required by law and also that information that will allow us to deliver the services we promise
- Pay any upfront fees that may include enrolment fees, full fees or part fees as agreed OR arrange for Payment Plans as approved
- Be approved for funding (as applicable)
- Provide any identification as requested and required.
- Agree to undertake a Language, Literacy and Numeracy Assessment if deemed necessary by one of our management team prior to enrolment

Client Selection

- There are pre-requisites to enrolling in some of our training programs; others have preferred pathways and/or entry requirements. Specific details of these pre-requisites are contained in individual course information documentation.
- We will never prevent any person from undertaking a course available to the public unless they do not meet the course requirements, do not accept our terms and conditions or have been refused entry to our premises for the safety of our staff.
- If you have any questions, please do not hesitate to discuss the course with your trainer or the Office of Just Careers Training.

Unique Student Identifier (USI)

If you are undertaking nationally recognised training delivered by Just Careers Training or any other registered training organisation, you will need to have a Unique Student Identifier (USI). A USI gives you access to your online USI account that is made up of ten numbers and letters.

A USI account contains all your nationally recognised training records and results from 1 January 2015 onwards.

When applying for a job or enrolling into further study, you may need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life. You can access your USI account online from a computer, tablet or smart phone anywhere and anytime.

DO YOU NEED A UNIQUE STUDENT IDENTIFIER (USI)?

You will need a USI when you enrol or re-enrol in training if you are a:

- A student enrolling in nationally recognised training for the first time, for example if you are studying at TAFE or with a private training organisation, completing an apprenticeship or skill set, certificate or diploma course;
- A school student completing nationally recognised training; or
- Student continuing with nationally recognised training.

If you do not already have a USI, Just Careers Training can apply for one on your behalf when you go through the enrolment process and provide consent for Just Careers Training to do so.

If you prefer you can apply for a USI yourself. You can create a USI account by accessing the USI website at <http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx>.

This website will also advise on the documentation and identification you need to create a USI. Once you are on the website:

1. Select 'How do I create a USI?'
2. Select Create a USI
3. Accept the Terms and Conditions
4. Have an acceptable Form of ID
5. Set a password
6. Check Questions and Answers

Language, Literacy and Numeracy Assistance

Just Careers Training has a process in place to identify students with language, literacy and/or numeracy support requirements. We will make every effort within our scope of responsibilities to assist and support all applicants and students of our courses.

Should a student require assistance with a language, literacy or numeracy difficulty that prevents their successful completion of their course, they should contact their Branch Manager on 1300 558 241.

Information about Language, Literacy and Numeracy requirements and support is available in all course information materials, from any staff member and in this Handbook.

Procedures:

1. The Training Organisation has a process in place to identify students with language, literacy or numeracy difficulties. Students with difficulties may be self-identified or identified by Training Organisation's enrolment process and /or interaction with personnel.
2. If a language, literacy or numeracy concern is identified prior to enrolment; the student may need to undergo a Language, Literacy and Numeracy assessment to better understand the support requirements of the student.
3. All options to meet the student's needs will be explored including adjustment, deferral, referral and other support and flexibility options.

Self-Identification

- a) Enrolment and /or Application Forms require students to identify whether they will require assistance with language, literacy or numeracy. Where indicated the Branch Manager and/or the trainer will work to develop a pathway to completion. Where this is not possible, then the student will be advised and their enrolment may not be accepted. Refunds of course fees may apply at the discretion of the Branch Manager.
- b) During induction and in all course information, students are advised to notify their trainer and/or the Branch Manager if they feel that they require assistance and support in this area.

Training Organisation Identified

- a) By Trainer – trainers are well experienced to identify students with LLN support requirements. In this case, a pathway will be planned and agreed on. This may involve additional support and/or training. In other cases, this may involve extending the time required to complete the training. Pathways will differ depending on needs, and some options may involve additional training times and course fees as determined by the Terms and conditions set out for the course and/or Branch Manager.

b) By a trainer/assessor - If during assessment of a student's work, an assessor is concerned about a student's language, literacy or numeracy ability they will bring their concerns to the attention of a Branch Manager. Indicators may be things such as a student's inability to construct a sentence coherently and/or an inability to convey information. In this case, the Branch Manager will conduct an investigation as to why the student proceeded to assessment prior to being identified as requiring additional assistance and support.

The Branch Manager will provide individual case advice, depending on the student's circumstances, regarding their ability to defer study of their course with the Training Organisation and re-entry into the course and:

- Encouraged to access the Training Organisation's study support services and/or
- Provided with reasonable adjustments to training/assessment to allow the successful completion of the student's training as deemed applicable by the Training Organisation.
- May require a LLN assessment be undertaken (if not already undertaken)

Language, Literacy and Numeracy (LLN) Assessments

a. Should the assessment indicate that the students' current language, literacy or numeracy level is not sufficient to carry out the tasks required the Training Organisation will either;

- Provide a referral from their database of available literacy training or if there is no listing in the student's area the Training Organisation will source a local referral for the student.
- Allow for deferral of commencement - During this time, the Training Organisation will allow the student's studies to be deferred until Language, Literacy and/or Numeracy training is complete or up until a period of 12 months from the original date of application/enrolment.

Upon a satisfactory level of language, literacy and numeracy, the student is integrated back into their course, under the guidance of the Branch Manager and the allocated trainer.

b. If the level is assessed to be sufficient for work in the area of the qualification, the student will continue with their course work. In this instance, the student will be encouraged to access Training Organisation study support services such as the Study Assistance Hotline. As deemed applicable by the Training Organisation, reasonable adjustments to training/assessment that will allow the students successful completion of their training will be made. Adjustments will be made in consultation with the student and the Training Organisation LL&N adviser.

Privacy and Personal Information Procedures

Just Careers Training will need to collect information from students or persons seeking to enrol with our Training Organisation, either electronically or in hard copy format, including information that personally identifies individual users. The Training Organisation may also record various communications between individuals and the Training Organisation.

In collecting personal information, the Training Organisation will comply with the requirements of the Australian Privacy Principles (APPs) set out in the Privacy Act 1988 (Cth) as amended by the Privacy Amendment (Enhancing Privacy Protection) Act 2012.

2. Collection and use of personal information

We will only collect personal information from individuals by fair and lawful means which is necessary for the functions of the Training Organisation. We will only collect sensitive information with the consent of the individual and if that information is reasonably necessary for the functions of the Training Organisation.

The information requested from individuals by the Training Organisation will only be used to:

- provide you with the educational service you require to successfully complete your course;
- obtain feedback from you about the course, service and facilities we have provided;
- advise you of upcoming seminars, tutorials and relevant events;
- administer and manage your course, including billing and collecting debts;
- further develop and improve our business and educational systems;
- inform you about new products and services that we may introduce from time to time;
- assess an individual's entitlement to funding as required by law.

If an individual chooses not to provide certain information, then we may be unable to enrol that person in a course or supply them with appropriate information.

The Training Organisation will hold your personal information for a period up to 30 years.

3. Disclosure of personal information

For the purposes set out above, we may disclose your personal information to the following organisations:

- Service providers who assist with managing the services we provide to you including information technology, educational services, marketing and debt recovery.
- Government and regulatory authorities during audit of the service we provide to you or information reporting requirements.
- Centrelink for those students whom are studying either full or part time under the Austudy/Abstudy scheme.
- Organisations involved in the transfer/sale of all or part of our assets or business.

Personal information about students studying with the Training Organisation may be shared with the Australian Government and designated authorities, including the Australian Skills Quality Authority (ASQA).

We will not disclose an individual's personal information to another person or organisation unless:

- a) the individual concerned is reasonably likely to have been aware, or made aware that information of that kind is usually passed to that person or organisation;
- b) the individual concerned has given written consent to the disclosure; the Training Organisation believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person;

- c) the disclosure is required or authorised by or under law; or
- d) the disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the Training Organisation shall include in the record containing that information a note of the disclosure.

Any person or organisation that collects information on behalf of the Training Organisation or to whom personal information is disclosed as described in this procedure will be required to not use or disclose the information for a purpose other than the purpose for which the information was collected by them or supplied to them.

4. Security and integrity of personal information

We are committed to ensuring the confidentiality, security and integrity of the personal information we collect, use and disclose. The Training Organisation will take all reasonable steps to ensure that any personal information collected is relevant to the purpose for which it was collected, is accurate, up to date and complete.

We will store securely all records containing personal information and take all reasonable security measures to protect personal information it holds from misuse, interference, loss, unauthorised access, modification or disclosure.

Where we have no further use for personal information for any purpose disclosed by the Training Organisation, or we are no longer required to maintain that personal information, all reasonable steps will be taken to destroy or de-identify the information.

5. Right to access and correct records

Individuals have the right to access or obtain a copy of the personal information that the Training Organisation holds about them.

Requests to access or obtain a copy of personal information must be made in writing. There is no charge for an individual to access personal information that RTO holds about them; however, the Training Organisation may charge a fee to make a copy of any credentials attained.

Individuals will be advised of how they may access or obtain a copy of their personal information and any applicable fees within 10 days of receiving their written request. Where it is reasonable to do so, access to the information will be provided in the manner requested by the individual.

If an individual considers their personal information to be incorrect, incomplete, out of date or misleading, they can request that the information be amended. Where a record is found to be inaccurate, a correction will be made as soon as practical.

Where an individual requests that a record be amended because it is inaccurate but the record is found to be accurate, the details of the request for amendment will be noted on the record. There is no charge for making a request to correct personal information.

Written requests for access to, to obtain a copy of, or correct personal information held by the Training Organisation should be sent to:

Just Careers Training
Branch Manager
PO Box 3098, BANKSTOWN SQUARE, NSW 2200

6. Complaints about an alleged breach of the APPs (Australian Privacy Principles)

Where an individual believes that the Training Organisation has breached a Privacy Principle in relation to that individual they may lodge a complaint using the Training Organisation Grievance handling procedures which enables students and prospective students to lodge grievances of a non-academic nature, including grievances about handling of personal information and access to personal records.

Record keeping and reporting

The information below outlines how long we keep the work you submit and the results of assessments.

Student results

We retain 100% of your results for 30 years from the date of achieving your qualification. These records show the result and date of result for each unit of competency you attempt. The information retained is only the amount and type required to reproduce your credentials.

Qualifications and Statements of Attainment issued

A record of qualifications and statements of attainment issued will be retained.

Information retained will allow complete reproduction of a qualification or a Statement of Attainment if required. A list of units of competency achieved by each student will also be included.

Completed student assessment items

This refers to the student's completed work and includes evidence collected for RPL purposes. We are required to securely retain, and be able to produce in full at audit if requested to do so, all completed student assessment items for each student for:

- a. the duration of the RTO's assessment appeal period; or a period of six months from the date on which the judgement of competence for the student was made; OR
- b. the duration of the student's enrolment; whichever is the longer period.

Where the outcome of your training and assessment is regulated then we may need to retain your completed assessment items in line with legislative and/or regulatory requirements.

Health and Safety

Just Careers Training has policies and processes in place to minimise the risk of injury and harm to all students, staff and visitors. Our policy ensures that we meet our obligations as detailed in the following legislation:

- Work Health and Safety Act 2011
- Work Health and Safety Regulation 2017

We are also committed and endeavour to maintain practices that are in line with relevant Codes of Practice and Standards that exist.

Our policies and procedures include safety for all:

- At our training centres
- At training venues where we have been requested to provide training services
- In public areas where we may conduct training
- During our interactions with students while delivering distance learning

At our Training Centres

- All students will be inducted into the site and provided with as much information as possible to keep them safe and ensure that they do not avoidably increase the risk to others
- Inductions will cover apparent and some hidden risks that have been determined by careful consideration of the health and safety of all.
- All attendees of our sites will know how to recognise that there is an emergency and what to do in the event of an emergency, including knowing the evacuation route and muster points (meeting points).
- All attendees of our sites will know how to report a risk, a hazard, or an incident.
- All attendees will know where our first aid facilities are located and how they may access the first aid facilities.
- Behaviour of our students comes within the scope of the policy and procedure and we have a policy that provides further details in this area
- Complaints about safety will at all times be taken seriously and students will be informed of how they may make a complaint about safety in this handbook under the heading non-academic grievances.

Support Services

Just Careers Training encourages any of our students requiring support, both in their course of study and in general, to make contact with us.

If we can assist – we will!

We will also be able to direct you to a number of support services available to the public. The following are just some of the support services available;

Lifeline Australia

Phone: 13 11 14

Website: <http://www.lifeline.org.au>

Lifeline is a national charity providing all Australians experiencing a personal crisis with access to 24-hour crisis support and suicide prevention services. Some of the reasons people call Lifeline's 24 hour crisis line (phone: 13 11 14) include:

- Suicidal thoughts or attempts
- Personal crisis
- Anxiety
- Depression
- Loneliness
- Abuse and trauma
- Stresses from work, family or society
- Self-help information for friends and family

Beyond Blue

Phone: 1300 224 636

Website: <http://www.beyondblue.org.au/get-support/get-immediate-support>

Beyond Blue assist people with depression, anxiety and other mental health issues. All calls and chats are one-on-one with a trained mental health professional, and are completely confidential.

Information Provision

Just Careers training undertakes to always fully inform our applicants prior to enrolment and continue to provide the adequate support to all clients and learners that are enrolled or engaged in our programs. All individuals are made aware of information that is available via the Just Careers Training website. The following is a list (may vary between courses) of information provided before and then again at commencement:

- Introduction to Just Careers Training and your trainer
- This Handbook
- Course outline/information brochures- i.e. qualifications and units of competency
- Training and assessment arrangements (one-one, group, self-paced, correspondence etc.)
- Schedule of training and assessment (how often for how long)
- Learning methods and Assessment methods to be used and options
- Working closely with your trainer, supervisor and/or mentor (where applicable)

- The participant Enrolment Pack and its contents:
 - o Enrolment form
 - o LLN assessment
 - o Initial contact report
 - o Information brochure of the program
 - o Learning materials
- Prerequisite form (if required))
- The importance of Feedback
- The training plan and Continuous consultation
- Completion of Training and issuing of certificates
- Pathways from the qualification
- Fees and charges, terms and conditions (if required)

Attaining your Qualification

Attaining your qualification involves, for most of our students, involves application or booking, followed by enrolment, then learning (or training) followed by assessment. The process of training and assessment may be broken up into relevant modules.

Full qualifications are made up of Units of Competency (UOC). These Units of Competency are at times, grouped together with similar/related UOC's into Units of Study (UOS) or Modules to allow you to develop the required knowledge.

We accept and encourage the use of your prior learning and experiences to achieve your goals. Please refer to the section on Recognition of Prior Learning in this Handbook for further details.

Course progression and duration

As part of our services we will need to monitor, record and assess your attendance (for classroom based options) and progression (for all options) to ensure that you are in a position to complete your course. All students, including students that have chosen Distance Learning options are set times for the completion of their qualifications. This information is available in your Course Information.

If you are unsure about the duration of a qualification, please check your Course Information. If you are still unsure, speak to your trainer or feel free to contact our office.

Competency Based Training means that you may complete their training earlier regardless of the mode of delivery. This may differ for Classroom based training options based on the schedule advertised.

Your trainer may implement intervention strategies for students who are not making satisfactory course progress. This is simply a systematic plan of action adopted in an attempt to address and reduce the causes of non-progression. It is developed where required to provide students with optional assistance to achieve satisfactory course progression.

Time management and self-motivation are factors affecting your progression through your studies. To successfully complete your qualification in the set time or less, you will need to use your organisational skills.

Our student support staff and trainers are able to show you what you can do to help yourself and guide you with your studies. Use your trainers and other course participants to stay motivated, organised and progress through your course.

Non-progression may result in a unit being repeated, requiring extensions and other requirements. This in turn may result in further fees. Further detail is provided in the next section of this Handbook and in the course terms and conditions.

Student Progression Policy

Just Careers Training has an approach to ensure that progression of students is conducted in an ethical and responsible manner. This policy also applies to instances of deferral and cancellation instigated by the student or Just Careers Training. The following definitions may be applied;

Deferral: A Deferral is defined as a postponement of studies prior to the commencement of training. Just Careers Training will allow, after consultation with our students, and consideration of the training product and the students participation, progression and engagement deferral

Extension: An Extension is defined as additional time provided to complete the course, if requested by student.

Withdrawal: A Withdrawal is defined as a decision by the student to no longer continue with their studies with us.

Cancellation: A Cancellation is defined as a decision by the training organisation to end the enrolment of a student based on participation, behaviour, progression, engagement or other reason.

It is the policy of Just Careers Training to ensure that all students have an equal and fair opportunity to complete their training regardless of circumstances.

Student Deferral

Students are able to defer their studies upon acceptance of an enrolment application before the commencement of studies for up to six months. Students will be required to nominate a new commencement date according to the available course offerings.

Where a student does not commence at the conclusion of the six-month extension period, they will be required to re-enrol. In order to formalise a request for deferral, students are required to request a deferral in writing and submit to their Branch Manager or by email to:

coursesupport@justtraining.com.au

This request must include your name, the name of your course, the start date of your course and the reason for deferral. Just Careers Training will defer the enrolment and upon recommencement, reactivate the enrolment from the new start date in accordance with the date specified on their reply to their deferral request.

Where a student does not recommence on the nominated date, Just Careers Training may commence to cancel the student's enrolment. Students that wish to recommence their training will need to re-enrol at the current course fees.

It is important to note that at times, deferral will not be possible for a range of reasons including the course no longer being offered or changing. In this case the student may be eligible for a partial refund depending on the circumstances and the terms and conditions of the course.

Student Extension Requests

Where a student identifies that they may not complete their course within the specified timeframe, they are able to request an extension of the duration. Different courses will have different rules relating to extension.

Extensions of up to one month at a time may be requested. All extensions will need to be approved by the Branch Manager and the request for extension must be made in writing to the Branch Manager or by email to: coursesupport@justtraining.com.au

This request must include your name, the name of your course, the start date of your course and the reason for requesting an extension. Approvals for extension will be made on a case-by-case basis. Extensions may incur fees depending on the terms and conditions of the course.

Course Deferral and Cancellation by Just Careers Training

Just Careers Training reserves the right to cancel, terminate or defer courses without notice. See Refund policy in relation to refund of fees in these cases.

Learning and Development

Learning occurs in many ways and our courses have been designed to ensure you learn from a variety of sources, in a variety of ways and from different people and organisations.

Modes (Methods) of Delivery

This refers to how your learning or training will be delivered (provided). Options available at JCT include (please check the course information and website for current offerings):

● Face to Face Classroom

This typically involves attending one of our training centres in accordance with a course schedule.

Students who love to be in a supportive environment and see their trainer explain and demonstrate knowledge and skills prefer this option. This option also helps students ensure that they are progressing in their course in accordance with a set plan.

While we would love to provide this option close to you, it may not be possible for you to attend classes. This is the reason we have other options.

• **Distance Learning**

This mode of delivery means that you will not need to be physically present in a classroom to meet your qualification and development needs. This does not mean that you will not get the full support of your trainer and the staff of Just Careers Training; rather you will be fully supported regardless of which mode of delivery you choose.

Distance options available may include:

- Online – for this mode, you access your learning and your assessments online through our Online Learning Management System. Once you have your user name and password, you will be able to access your course wherever you are.

This option obviously requires that you have a computer (or notebook or laptop or similar) and an internet connection. You may also need:

- o A printer (for some assessments only)
 - o A scanner (some assessments may need to be uploaded)
- Print Correspondence - for this mode, learning resources and assessments will be posted to an address of your choice. Once you have completed the assessments you simply post your completed assessments to your trainer/assessor.

Distance courses may also have alternate and additional options such as Webinar and workshops.

Learning with Just Careers Training

Just Careers Training understands that different people have different ways that they prefer to learn and as such, we deliver the learning required prior to assessment in many ways.

This includes, but is not limited to the following;

- Visual (spatial). You prefer using pictures, images, and spatial understanding.
- Aural (auditory-musical). You prefer using sound and music.
- Verbal (linguistic). You prefer using words, both in speech and writing.
- Physical (kinaesthetic). You prefer using your body, hands and sense of touch.
- Logical (mathematical). You prefer using logic, reasoning and systems.
- Social (interpersonal). You prefer to learn in groups or with other people.
- Solitary (intrapersonal). You prefer to work alone and use self-study.

Where you feel that your learning experience may be enhanced by altering the way your course option delivers the content of your training then please speak to your trainer to explore the options that may be utilised in your experience at Just Careers Training.

Learning Resources

The Training Organisation will supply all course study materials with the only exceptions being for those units that contain elements requiring the student to undertake their own research in order to facilitate learning.

Learning materials are supplied for each Unit and consist of Learner Guide/s and other reference materials and information required for each unit of competency.

Issuing of Learning Materials

Enrolled students are eligible to have access to the learning materials at the commencement of their course or publicly available or as per their course information if:

1. The student is competent in any pre-requisite Units of Study
2. The student is currently enrolled and fees for their enrolment are up to date.
 - For online options - If the above are satisfied, access is automatically available to the student on the Online Learning Platform.
 - For Print Correspondence – then the learning resources will be posted to the address supplied by the student
 - For Classroom options – the learning resources will be issued in the classroom sessions

Importantly – all options require self-study, even classroom options and your trainer will assist you in sourcing reliable information that will contribute to your development and the completion of assessments.

Facilities and Equipment for learning

Students may require (depending on mode of delivery and the course):

- Writing equipment including pens and paper, stationery including stapler and paper clips
- Appropriate study facilities i.e., table, chair and adequate lighting
- Access to a computer with internet access (online options)
- Access to a printer and a scanner (online options)
- Access a work placement – refer to your course information and information below.
- Access to a recording device (a camera or phone) – you will be advised if this is necessary depending on your course.

Some courses have specific requirements for training and assessment including:

- Specialised equipment
- Workplace equipment
- Training props
- Simulated Environments

Just Careers Training will always ensure that we have provided, or that the resources required are available and accessible for your course.

You will be informed of any other course specific requirements in Course Information available in print and/or through our website. Our Training Organisation will ensure that:

- We maintain a safe and healthy environment;
- The tasks you are requested to undertake have been carefully considered to ensure that your health and safety is not at (unacceptable) risk
- We will inform you where your health and safety may be at risk
- We have all the resources, both physical and Human, to provide with quality training and assessment services;

Work Placement or Work Experience

Students may require (depending on mode of delivery and the course) a work placement to allow for the development and the demonstration of the required performance for a qualification.

Where required - Arranging a work placement is the responsibility of the student and without such an arrangement, the course cannot be completed.

Work placements requirements typically range from 12 – 120 hours. These may be completed in a single block or spread throughout your course. Please refer to your course information for further details.

For some students – their previous experiences, learning and skills may mean that they will not require a work placement or their work placement requirements may be reduced.

Just Careers Training will however:

- Provide you with an introduction letter stating why you need a work placement and what is involved.
- Provide you with a Certificate of Currency for our Insurances which cover the employer for the duration of your time with the host employer

Assistance during your Learning Journey

Should you need help or assistance with any of your units or learning material, your trainer will be readily available to help you. Simply contact one of our offices and request this assistance.

Study assistance is available to students throughout Australia for the cost of a local call by telephoning 1300 558 241. The Study Assistance Line is open from 9am to 5pm (EST), Monday to Friday. At times, a trainer may need to call you back at an agreed time.

Further assistance is also available through the Online Learning Management System (for the online option as explained above), which allows you to email for assistance.

Worrying about a problem that can easily be resolved is not productive, so please email or phone for assistance whenever you are unsure about what is required. Remember that our staff and trainers are dedicated to helping and supporting you throughout your course so take advantage of their insights and contact them whenever it is necessary.

Communication

For all student study assistance queries, please call our office on 1300 558 241 or email Coursesupport@justtraining.com.au

Alternatively, if you have a query relating to your enrolment, study progress or payments, please contact your local Branch.

Any student who changes their contact details or email address should notify the office within 14 days by sending your updated details to your local Student Support Centre.

Getting Started

As one of our students, you have a range of options available to you in obtaining support to complete your studies.

Our flexible learning approach puts you in control over when, where and how you study. You can integrate your studies around other important responsibilities. The choice is yours.

You may also change your Mode of Delivery (the option you originally enrolled into) easily.

Study Time Guidance

At times, having a great deal of flexibility over when and how you study may result in difficulty motivating yourself.

It is important that you set regular study times for yourself, make sure you have allocated sufficient time to complete your Unit of Study within the required timeframe, and keep to your schedule.

Try to work for periods of approximately two hours at a time with a short break after you have been working for about 70 minutes.

Adjust this '2 hour' guideline to suit the study of a section of your Learner Guide, as it is important that you do not break for long periods of time (more than an hour) when studying a particular topic. If you do have a break for a longer time part way through a topic, it is a good idea to revise what you have read before you continue.

Counselling and Support Services

Students requiring personal counselling or guidance may seek a referral to a qualified, practicing Counsellor.

In this instance, the Counsellor will negotiate a professional service fee with the student.

Assessment Information

Assessments are designed to assess:

- Your Theoretical Knowledge – known as required knowledge and how you apply the knowledge
- Your Skills and how you apply your skills and knowledge – known as performance
- Application of your skills and knowledge to situations including, Task management skills, Contingency management skills and Job role/environment skills

A Learner Guide and Assessment Book is supplied for each unit of competency in each Unit of Study, and these resources contain all the activities and questions you need to complete for the Unit of Study. How you receive this depends on your Mode of Delivery.

Units of Study usually have two or three units of competency included and will have a Learner Guide and Assessment Book for each unit of competency. Please undertake each Learner Guide and Assessment Book in the order provided and submit progressively during the term and by the due date.

At times, your trainer may change the order of assessment to allow the assessment to be combined with other similar and related Units of Competency. After all, a qualification is a set of Units that have been designed to provide you with career skills used in the real workplace. You will hardly apply the skills and knowledge of one particular unit in isolation!

Theory Assessment

Attaining Units of Competency and Units of Study requires that you demonstrate that you have the required knowledge. This is assessed by way of Theory Questions and completion of Activities. Where the assessor is not present during the assessment (such as in Distance Learning options) then the assessor will need to establish the "authenticity" of any submissions.

Your responses to questions will need to be submitted online, by post or directly to your trainer (depending on course option). Your trainer will then assess your response and provide you with feedback.

Where your responses are Satisfactory, then you will have met the requirements for the assessment and you will not be required to provide any further responses.

Where your responses do not meet the requirements of the assessment then your trainer will provide you with feedback (that your response(s) are Not Satisfactory) and advise what will be required to attain a result of Satisfactory.

Satisfactory results for individual assessments (theory and/or practical) will be required to obtain an overall result of Competency for a Unit of Competency.

Please note that you refer to any terms and conditions for your course. At times, re-assessment may attract a small fee.

Spelling and Grammar

Whilst assessments are not a test of your grammar or spelling ability, care in these areas will make your work easier for the marker to read and understand. Also it is important to note that some units will require that your spelling and grammar is correct. There are tools available to allow you to check these before submission.

Plagiarism

The course assessments are designed to allow students to express their own understanding of the relevant theory and its application. In order to be marked as “Competent” on a piece of assessment a student must be able to demonstrate their own understanding of the topic by presenting the assessment in their own words and incorporating their own ideas.

Copying sentences and blocks of text directly from readings, textbooks, or other documents including copying the work of another student does not demonstrate a student’s own understanding of the topic. Such practices will be regarded as plagiarism unless the source is appropriately acknowledged.

Students who are unable to appropriately demonstrate their own understanding of a topic will be marked “Not Yet Competent” and will be required to re-submit the assessment.

Practical Skill Assessments

There are practical skill assessments that must be completed as part of your course.

The practical elements can be completed by attending an assessment session, undertaking tasks in a real workplace or by undertaking simulated activities and tasks.

Please note that each course has differing evidence requirements.

Your assessor will need to ensure that the knowledge is your knowledge and that the skills demonstrated are yours. This is achieved by way of setting tasks and making observation and/or confirming this. At times activities may be completed using the Learner Guide and other readings, at other times you will need to do further research

Work Place Evidence, Current Competency and Recognition

There is provision for consideration of workplace evidence. This may be from a current or recent workplace, will need to be verified and will only be considered along with set assessments for any particular Unit of Competency.

Recognition of Prior Learning (RPL) is an assessment process available for approved applicants that may be better suited if you believe you have evidence that replaces our set assessments. There is further detail about our RPL process in this handbook.

Testimonials and contributions from third parties (such as employers and supervisors) will only be considered along with set assessments for any particular Unit of Competency. Again, RPL options are available for suitable applicants.

Current Competencies and past experiences may result in a reduction in any work placement requirements of your course.

Practical Tips for Meeting course assessment requirements

Theory Questions and Activities: Begin working through each Learner Guide. Consider any presentation and information provided by your trainer or in your course materials.

Read the questions, information, and activities carefully and highlight the key points. Your Learner Guide will also direct you to where you will find the theoretical information required.

The information has been supplied to you as a part of the readings or references in the Learner Guide, for your easy reference. Refer to the Reading section specified and read the relevant parts of the text.

Avoid copying blocks of the text, make notes on the main points before attempting to write/ type your answer in your Assessment Book.

The approximate number of words (or length of response) it may take you to complete an activity are presented to give you some idea of how much work may be required to successfully answer the question.

This information can also be used as an indicator of the depth of information required. For example, if you are well under the approximate number of words or length you may need to ask yourself whether you have been too superficial in your coverage of the unit or part of a unit.

If you are well over the word limit or the length of a document, then you may need to ask yourself whether you have included irrelevant information or repeated yourself unnecessarily.

Work your way through the Learner Guide and Assessments until you have completed all sections. Then submit progressively during the term and by the due date.

Remember, where the assessor is not present during the assessment then the assessor will need to establish the “authenticity” of any submissions.

Practical Assessment Activities: including tasks and assessment under “Simulated environments” will need to be observed/ confirmed by your assessor.

Read the Practical Assessment Guidance that will be provided to you. Consider what you have learned, what you have seen the trainer demonstrate. Ask your trainer as to how you can best prepare for practical assessment.

Other evidence gathering – prior to submitting evidence, ask yourself:

- What does this evidence show, and is there enough evidence to show this?
- Is the evidence clearly mine or my work/ contribution?
- Will the assessor be able to verify my work and/or documents?
- If someone else is supporting me (third party), is this person suitably qualified and do (or did) they have the appropriate work relationship to support my knowledge and skills?

Submitting an Assessment Book

When all of the questions and activities for each section of an Assessment have been completed, you will need to upload the Assessment Book through the online portal or in any other agreed method. You need to submit the completed Assessments by any due date set.

Alternative methods can be arranged. This includes posting your submissions or submitting these at one of our branches.

Use the following as a checklist (and any other checklist provided) before submitting each Assessment Book:

- Have all of the questions and activities been completed and filled in?
- Apart from the activities that require a written (or typed response), is there anything else you need to undertake and submit?
- Do you know what is required to attain the entire Unit of Competency?
- Is your name clearly written on your Assessment submission and any attachments?
- Have you saved a copy (or photocopied) of all of your work (in case of loss)?

Fully completed Assessments will be marked and you will receive feedback on your performance within 5 -7 working days. Assessments that are incomplete will be returned unmarked.

Again, remember that where the assessor was not present during the assessment then the assessor will need to establish the “authenticity” of any submissions.

Receiving and Re-submitting your Marked Assessment Book

You are able to get feedback on your submitted Assessment Books through your portal. Alternative arrangements are also available and may be used as agreed.

Individual activities/ assessments will be assessed as either Satisfactory or Not Yet Satisfactory.

Your entire work/ evidence for a Unit of Competency will be assessed as either “Competent” or “Not Yet Competent”.

A result of Satisfactory in all components of a unit is required to attain a Unit of Competency.

In instances where a grade of ‘Not Yet Competent’ is given, the Assessment submission may be returned to you with comments from the marker who will recommend how to improve your work.

“Not Yet Competent” or “NYC” means that your work is incomplete or that you have not included some important information or adequately demonstrated your understanding of the information.

In this case, you should follow the marker’s recommendations for improvement.

There are no penalties for an initial grade of Not Yet Competent if there is sufficient time in your course to re submit an assessment and up to THREE (3) attempts.

This may affect your course duration and extensions may be required to complete your course.

Re-assessment fees may also apply (after the third attempt) and you will need to refer to the terms and conditions for the course.

If you are not sure why you have been requested to resubmit an Assessment, please contact your trainer.

You will need to consider the feedback of your trainer and review your responses. Once you have done this you will need to resubmit the amended Assessment Book for grading within 10 days.

If Competency is still not achieved, you will be advised as to what your options are. In certain courses, you may be required to re-enrol in the Unit of Study during a later study period. Simply contact your Branch to discuss and to arrange this and receive an updated Course Planner.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning is an assessment process.

The recognition of skills and knowledge obtained through previous education, training or experience may entitle a student to a unit training exemption.

An approved RPL application may result in the use of different methods of confirming competency, however evidence will still be required and this evidence must be assessed against the same standards expected of those undertaking training and then assessment.

Individuals who consider they possess the skills and knowledge of one or more of the units of competency included in the respective course are able to apply for Recognition of Prior Learning (RPL) through the Training Organisations RPL Application.

Details of the Recognition of Prior Learning process and Credit Transfer Application can be obtained from the Branch or the Training Organisation Head Office by phoning 1300 558 241.

RPL application instructions

The instructions below only apply if you are attempting a unit(s) by RPL. This information has been included here to allow you to better understand the process of RPL. You will be issued with an RPL pack is applicable with current information.

- Step 1 - Once you have determined that you would like to attain a Unit(s) of Competency / Qualification by RPL You will need to inform your assessor. If you and your assessor believe that you should proceed then you will be issued with a RPL Guide. Your assessor will then conduct an interview with you to determine if a RPL assessment would be the most suitable way for you to attain this unit. You should read your RPL Guide and discuss it with your assessor.

- Step 2 - Complete the required Application Form if you wish to proceed with this pathway. Each scenario is different however; the remainder of the flow chart below will give you a fair indication of how to use this document (your assessment workbook) for attaining the unit by RPL.

- Step 3

Complete RPL Workbook/matrix that will be issued to you whilst referring to the example in your RPL Guide



Discuss the evidence that you have gathered with your assessor whilst considering the “Rules of Evidence” detailed in the guide



Submit your evidence for marking to your assessor or the office of Just Careers Training



You will receive a result within 4 weeks of submitting your evidence (this may occur sooner and you may be contacted in the interim).

Your assessor will explain your result to you and you will be given sufficient feedback to help you decide how you may like to proceed. You may appeal the outcome of the assessment should you strongly believe that your evidence meets the requirements of the unit.

Applying for and being approved for RPL will not result in any reduction in course fees. This process may however reduce the amount of training required.

Mutual Recognition (Credit Transfer) of Qualifications and Units of Competency

Just Careers Training recognises the Australian Qualifications Framework (AQF) qualifications and Statements of Attainment issued by any other training organisations. If students have completed any of the units of competencies listed in the respective Course Outline for the course in which the student is enrolled, the student is able to apply to transfer competency of the unit/s towards their course with Just Careers Training.

If similar units to those listed in the relevant Course Outline have previously been completed, you are able to apply for Recognition of Prior Learning for the respective units. Further details of the Recognition of Prior Learning process and Recognition of Prior Learning and Credit Transfer can be obtained from the Head Office by phoning 1300 558 241.

Teach out of Courses

The Training Organisation is obligated to keep its courses up to date with industry and educational requirements. If updating of a course leads to a new version of the course being released, students enrolled in the current course will be advised of a timeframe in which the current course will be taught out.

This timeframe is within 12 months of the new course becoming available or from expiry of the accreditation of the current course. Students will be advised of the teach out date of the course in writing.

In the event of not completing their course before the teach out date, students will be able to transition to the new course, and receive RPL towards units in the new course for components already fully completed in their current course.

Where this occurs then students may be allocated additional time to complete their course requirements. Students who have made satisfactory progress in their course will also not be required to pay any additional fees.

Unfortunately, at times the changes in the course are significant enough to require that some assessments be re-submitted or additional assessments may be set. This is necessary to ensure that you are awarded the most current qualification and that your skills and knowledge are in line with industry expectations.

Other Practices, Policies and Procedures

The following information has been prepared to guide you whilst you are a student with the training organisation. To allow for effective communication between the Training Organisation and yourself, we have included the following practices, procedures and policies that you should be aware of during your studies.

Should you have any queries about the following, please contact your local Branch.

Code of Practice

Just Careers Training advises that it:

- Has adopted policies and management practices which will maintain high professional standards in the marketing, delivery and assessment of its courses and which will safeguard the interests and welfare of course participants.
- Markets its courses with integrity, accurately and in a professional manner and supplies to participants' information that includes:
 - Procedures and criteria regarding courses and workshops,
 - Award to be issued on completion or part completion,
 - Competencies to be achieved to obtain the award,
 - The cancellation and refund policy,
 - Assessment procedures,
 - Recognition of qualifications issued by other RTO's,
 - How to apply for recognition of prior learning,
 - Complaints procedures,
 - Appeal procedures,
 - Behaviour and conduct expectations,
 - Education and support services available.
- Guarantees that the recruitment of students will be conducted in an ethical and responsible manner and consistent with the requirements of the qualifications and in line with the Standards for RTO's.
- Issues the qualification and recognises qualifications issued by other RTOs.
- Will always comply with relevant laws and Commonwealth and State legislation; and regulatory requirements including, but not limited to, the areas of: Education and Training, Work Health and Safety, Privacy, Anti-Discrimination, Equal Opportunity, Child Protection, and Working with Children. We will also inform you where these affect your participation and course requirements.
- Is aware that registered training providers who do not meet the obligations of this Code or supporting regulatory requirements, where applicable, may have their registrations as training providers withdrawn.
- Will honour all guarantees outlined in the Code of Practice.

Student Rights and Obligations

Successful learning is achieved within an environment of mutual respect between students and their educators.

Students have the right to, and are expected to (as relevant):

- Receive a course experience, and learning and assessment materials, that comply with industry and regulatory requirements.
- Receive the study support services detailed on our website and included in the marketing of the course.
- Participate in assessments that enable the competencies of the course to be achieved and to be assessed in environments free from discrimination and harassment.
- Receive appropriate feedback on their work.
- Submit complaints and appeals as per the Complaints Policy and Appeals Policy.
- Obtain a refund in the event the services/course are not provided or made available by the Training Organisation, or in accord with the Cancellation and Refund Policy if the student withdraws from their course or unit of study.
- Receive their Certificate and Statement of Academic Record upon completion of the course requirements and finalisation of fees, or obtain a statement of attainment (for units fully completed and finalisation of fees) upon withdrawal from the course.

Upon acceptance into their course, students are obligated to:

- Accept our published terms and conditions
- Abide by the policies included in the Student Handbook (publically available on our website).
- Maintain up-to-date payment of their fees and make a concerted effort to commence progress and complete their course.
- Participate in and complete all required assessments for the course.
- Seek assistance with their studies through the study support services advertised on our website and outlined in the Student Handbook.
- Seek advice as needed to assist with progress of their course.

Course Fees and Charges

Please refer to www.justtraining.com.au for current Course Fees, Unit of Study Fees, indicative additional and non-tuition costs and terms and conditions.

Payment involves paying for your course:

- In full
- By paying an enrolment fee and then agreeing to a Payment Plan arrangement
- By accessing funding opportunities that may exist from time to time for eligible students
- Other payment options

Course Fees where credit is granted or RPL approved

Students are able to apply for credit of previous studies and experience as described in the RPL and Credit Transfer Policy. Approved Credit Transfer will result in reductions in course fees.

Recognition of Prior Learning may result in reduction of fees.

Outstanding Fees

Students who have not paid their fees by the due date will not be able to:

- Continue their studies
- Access the Training Organisation's Moodle online learning platform
- Submit assessment for marking or undertake practical assessments
- Access study support services
- Be issued with a Statement of Attainment or Qualification

Cancellation and Refund Policy

All courses have terms and conditions that must be read, understood and accepted on application or enrolment. These are available from any of our sites, and on our website.

Fees for Additional Items

All fees to complete your course are disclosed on our website and in the terms and conditions associated with your course. These are easily available on our website and are agreed to on application.

All learning materials provided to successfully complete the program are included in the course fees.

Students that require a replacement Certificate or Statement of Attainment can do so by applying in writing, providing sufficient identification and paying a fee of \$30 per item.

Student Change of Address and Transfers

Any student who changes their residential or mailing address should notify the Training Organisation in writing of their new address, within 14 days of address change.

The Training Organisation's offering of external courses allows students to complete studies from any location. Any student whose residential address changes from one Branch trading area to another will continue to be enrolled by their original Branch.

Regardless of their enrolling Branch, students will be eligible to attend workshops and utilise local facilities at the Branch closest to where they reside or their preferred Branch.

Qualification to be Granted

To obtain the qualification for the course in which they are enrolled, a student must be assessed as being competent in all areas of the course. Should a student not complete a course, a Statement of Attainment will be granted for all complete units in which a student has obtained competency. The qualification is issued by Just Careers Training (RTO 91413).

Re-issuing Certificates and Statements of Attainment

In the event of loss, damage, destruction or a change of name, students are able to request a reprint of their Certificate, Academic Record and/or Statement of Attainment by completing the 'Request to Re-Issue Certificate/Statement of Academic Record/Statement of Attainment' Form.

Students can obtain this form from their Branch or Head Office, complete the form and then return. In the case of a change of name, students are required to provide a certified copy (by a Justice of the Peace or Commissioner of Declarations) of the marriage certificate or deed poll.

A fee of \$30/item applies to re-issuing Certificates, Statements of Academic Record and Statements of Attainment.

Student Grievance (Complaints) Policy and Procedures (Academic & Non-Academic)

Definitions

For the purposes of this policy and procedure, the following applies:

- Student/s refers to all persons enrolled or seeking to enrol in a course with the Training Organisation
- Complainant refers to Students (as defined above) who have lodged a grievance.
- Respondent refers to the person (or organisation) the person whom the complainant identifies as the reason for their complaint
- The Training Organisation refers to Just Careers Training and its representatives

Overview

Just Careers Training is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all Students. This policy covers both academic and non-academic grievances and appeals.

Academic matters include those matters that relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters that do not relate to student progress, assessment, course content or awards in a course and include grievances in relation to personal information that the provider holds in relation to a Student.

Non-academic grievances tend to arise from events occurring at a provider or from decisions made by a provider.

Complainants are entitled to access the grievance procedures regardless of the location at which the grievance has arisen, the Complainant's place of residence or mode of study.

If a Student chooses to access this policy and procedure, the Training Organisation will maintain the Student's enrolment while the grievance and appeals process is ongoing.

Responsibility

The Branch Managers together with the National Operation Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation during induction and Students and Complainants are made aware of its availability through orientation and on our website.

Managers are required to investigate all complaints regardless of the seriousness of the complaint or the avenue by which a complaint has been identified.

General principles

These principles, which will be adhered to by the Training Organisation, apply to all stages of this grievance procedure:

- The Complainant and any respondent will have the opportunity to present their case at each stage of the procedure.
- The complainant will have sufficient time to lodge a complaint and will be acknowledged on lodgement of a complaint.
- The respondent will be afforded principles of natural justice, fairness and due process.
- The Complainant and any respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and any respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or any respondent if requested.
- Records of all grievances will be kept for a period of five years to allow all parties to the grievance appropriate access to these records. These records will be kept strictly confidential and stored at the Head Office of Just Careers Training or at suitably secured and accessible premises. Access to these records may be requested by writing to the National Quality Manager of the Training Organisation at PO Box 3098, BANKSTOWN SQUARE, NSW, 2200.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. The Training Organisation and the Complainant will share costs for an external appeal equally.

Informal Grievance Procedure

Students are encouraged initially to attempt to resolve a grievance informally by talking directly with the person concerned to resolve the problem. This step is not mandatory and a Student may proceed directly to the Formal Grievance Procedure.

Formal Grievance Procedure

Stage One

Formal grievances of an academic nature should be submitted in writing to the Branch Manager. Formal grievances of a non-academic nature should also be submitted in writing to the Branch Manager. Staff are also equipped with the systems to lodge a complaint on behalf of a student.

Grievances may be submitted to the National Quality Manager or Regional Just Careers Training Branch Manager respectively at the Just Careers Training Head Office, PO Box 3098, BANKSTOWN SQUARE, NSW 2200. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Branch Manager or National Quality Manager will notify the Complainant of receipt of the grievance within 3 working days. Either a Branch Manager or the National Quality Manager may acknowledge the complaint.

The Branch Manager or National Quality Manager will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 14 working days.

The National Quality Manager will determine if the complaint is to be resolved by the Branch Manager or if the National Quality Manager themselves will be involved in the resolution of the complaint depending on the nature of the complaint and those involved.

The Complainant will be advised of their right to access Stage Two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing within 20 working days of receiving the written response with the National Quality Manager at the Just Careers Training Head Office, PO Box 3098, BANKSTOWN SQUARE, NSW 2200.

The Complainant's appeal will be determined by the National Quality Manager who will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision within 14 working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

You will be updated regularly if for any reason your complaint or appeal may take longer than 60 days to process or resolve and the reasons why.

Stage Three

If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator involvement may be requested.

The Training Organisation and the Complainant will share costs of such mediation equally.

The Training Organisation retains the right to select an appropriate mediation service.

The Training Organisation will give due consideration to any recommendations arising from the external review of the grievance within 30 days of receipt of the recommendations and the CEO will ensure they are fully implemented.

Further action

If the Complainant has been through all stages of this grievance handling process and remains unsatisfied with the outcome of their grievance, then they may:

- Contact the National Training Complaints Hotline on 13 38 73 (Monday–Friday, 8am to 6pm nationally) or by email: skilling@education.gov.au
- Contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: www.asqa.gov.au

Student Conduct Policy

Just Careers Training is a professional educational organisation. Training Organisation staff are required to provide a high level of educational and administrative service to all enquirers and students. To maintain the integrity of this service, students also have obligations, including:

- Treating all Training Organisation staff with respect and courtesy at all times including during telephone conversations, at workshops, in the Training Organisation branches and training rooms, and via web or email communication.
- Abiding by all Training Organisation Policies as detailed on the website <http://www.justtraining.com.au> and in the Student Handbook.
- Acting in a polite and professional manner at all times in the areas of language, conduct and behaviour.
- Being punctual in attendance at training and assessment functions (tutorials, seminars or appointments).
- Conducting themselves in a safe manner at all times.
- Not being discriminatory or harassing in any way with Training Organisation staff and students.

Students who are found to be in breach of any of the above obligations, or any other action as deemed inappropriate by Training Organisation management will be advised in writing of their breach and of the expected level of behaviour and conduct in all future communications and dealings with the Training Organisation.

If, at the time of the breach, the student is in attendance at a tutorial, seminar or Training Organisation arranged event, the student may, after a verbal warning, be asked to leave the premises with this being at the discretion of the Trainer/Assessor or Branch Manager.

After three written warnings, the student's enrolment may be discontinued. If at any time, the student is not satisfied with the Training Organisation approach or decision regarding the student's conduct, a written complaint can be lodged with the Just Careers Training Head Office as per the Training Organisation Student Grievance Policy and Procedures (Academic & Non-Academic).

The Training Organisations Student Conduct Policy is in place to protect the interests and safety of all students, and to enable Training Organisation staff to provide a high level of service to all students.

Further Information

For further information about this Handbook or about any of our products and services, please contact us. You can find our contact information in this Handbook (Contacting Us)

The information and policies contained within this Student Handbook were current on the date of printing. Information and policies contained within this document are subject to change. It is therefore recommended that students periodically refer to our website for a current version of the handbook. www.justtraining.com.au

RTO Provider Number: 91413

Name: Just Careers Training Pty Ltd