



# **The Just Careers Training Student Handbook**

## **Diploma courses**

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](http://www.justtraining.com.au)

RTO Provider Number: 91413

Name: Just Careers Training Pty Ltd

## Welcome

Thank you for becoming a student with **Just Careers Training**, or **JCT** as our students prefer, a Registered Training Organisation (RTO ID 91413) 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**

Our Student Charter (found in this handbook), 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 is 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.

We aim to offer courses that provide you with knowledge and skills that are relevant and current. 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.

All Diploma courses offered are Nationally Recognised Training Programs and approved for VET STUDENT LOANS.

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](http://www.licences4work.com.au)

All the study materials you will need to complete your course are supplied to you on enrolment and progressively as you progress within your course.

You will be provided with learning resources for each unit of your course. The learning resources present progressive information about the unit.

Please feel free to supplement your studies with general reading. Your trainer will also ensure that a wide variety of resources is used to attain your goals.

All assessments and evidence gathering tools have been designed to make your journey fruitful and enjoyable.

We are here for your support from the point of enquiry to completion and attainment of your Qualification.

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**

## Contacting Us

### Head Office

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**Email:** [nhebous@justtraining.com.au](mailto:nhebous@justtraining.com.au)

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

**Email:** [ramy.bdeir@justtraining.com.au](mailto:ramy.bdeir@justtraining.com.au)

### Just Careers Training Campus

**Manager -** Ms Tarnya Fiander

**Email:** [Tarnya.fiander@justtraining.com.au](mailto:Tarnya.fiander@justtraining.com.au)

**Telephone:** (02) 8292 0111 | **Email:** [info@justtraining.com.au](mailto:info@justtraining.com.au)

**Address:** Unit 7 / 150 Canterbury Rd, Bankstown, NSW, 2200

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All enquiries about this material should be forwarded in writing to;

Quality Assurance– Just Careers Training. PO Box 55, Manahan NSW 2200

## Our Governance

The products and services offered and delivered by JCT are guided by:

- The law
- The Standards for RTO's 2015
- The quality policies and procedures developed by Just Careers Training
- Our Values
- What our Students want and expect from us

## Information about our organisation

Information about our organisation, our courses or the programs that exist to support student in their courses and their payment of course fees may be obtained from:

- This Handbook
- Any other handbook or booklet we issue or recommend
- Any current document made available by our organisation
- Our website
- Government websites designed for this purpose
- Our Management staff
- Our Customer Service Staff

## Legislative Requirements

Just Careers Training and its staff members are aware of its legislative and regulatory obligations as it relates to our provision of services.

Students will be notified of any legislative requirements that affect their participation in Training and Assessment.

Below is a list of areas where relevant commonwealth legislation that may apply to our operations and service delivery as well as your participation in Vocational Education and Training. In addition to this there may be a range of State based legislation that Just Careers Training will be aware of and we will ensure that we comply with our obligations under the law.

Further information relating to legislation can be found at [www.legislation.com.au](http://www.legislation.com.au)

- **Consumer Protection**, including but not limited to:
  - *Competition and Consumer Act (2010) incorporating the Australian Consumer Law*
- **Education and Training**, including but not limited to:
  - *Standards for RTO's 2015*
  - *National Vocational Education and Training Regulator Act (2011) and Regulation (2011)*
  - *Copyright Act (1968) further information on copyright available in this Handbook'*

- **Work Health and Safety**, including but not limited to:
  - *Work Health and Safety Act (2011) and Regulation (2011)*
- **Privacy**, including but not limited to:
  - *Privacy Act (1988) and the Australian Privacy principles (APP)*
- **Anti-Discrimination**, including but not limited to:
  - *Racial Discrimination Act (1975)*
  - *Disability Discrimination Act (1992) and Regulations (2011)*
  - *Sex Discrimination Act (1984) and Regulations (1984)*
- **Equal Opportunity legislation**
- **Child Protection and Working with Children legislation**

## Standards for Registered Training Organisations

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

The ***Standards Registered Training Organisations 2015*** is used by Just Careers Training to ensure we are protecting the interests of all students undertaking vocational education and training as well as contributing to the reputation of Australia as an excellent education provider. 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.

## 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 RTOs,
  - 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 at suitable and beneficial intervals.
- 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:

- Abide by the terms outlined in the Student Agreement and 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, progressing through their studies in line with our Participation and Progress Policy
- 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.
- Abide by our Student Behaviour Policy

## Our Offerings

Our current DIPLOMA course offerings are:

- **Diploma of Human Resource Management, BSB50615**
- **Diploma of Leadership & Management, BSB51915**

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

## Attaining your Qualification

Attaining your qualification involves, for most of our students, application, followed by enrolment, then learning (or training) followed by assessment.

Full qualifications are made up of Units of Competency and these Units of Competency are then, at times, grouped together with similar/related Units of Study to allow you to develop the required knowledge.

We also offer those with prior learning and experiences to attain part or all of their qualification through a process of recognition (see further information in this Handbook).

## 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 and in this Handbook. 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 and other handbooks made available
- ☐ 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
- ☐ 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:
  - Enrolment form
  - LLN assessment
  - Initial contact report
  - Information brochure of the program
  - 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)

## VET STUDENT LOANS

Just Careers Training is an approved provider of courses that may be paid for using the VET STUDENT LOANS program.

This is an alternative way to meet the course fee requirements of your chosen Diploma course. It is important for applicants to understand that this program involves incurring a debt in the form of a loan from the government that you will be required to pay back once you have earned a certain amount of money (as wages).

The amounts owed will have a loan fee of 20% applied and will be taken as part of any tax applied to your wages once you pass the threshold.

Importantly, you must understand what VET STUDENT LOANS are and what it means for you if you pay for your course (in part or fully) using a VET STUDENT LOAN.

You will find further current information about VET STUDENT LOANS on our website or from the following government website: [www.education.gov.au/vet-student-loans](http://www.education.gov.au/vet-student-loans).

This website has a range of easy to read and informative links that will help you make this important decision to take a loan to pay for your course. The following

links have been inserted below for your convenience (they are available from the website link listed above):

- [VET Student Loans Students](#)
- [Provider Closures](#)
- [Debt Complaints](#)
- [www.myskills.gov.au](http://www.myskills.gov.au)
- [www.studyassist.gov.au](http://www.studyassist.gov.au)

From the Study Assist website, you may also access the **The VET Student Loans Information Booklet** provides a summary of the key points a person applying for or receiving a VET Student Loan needs to know. A link has been provided below for your convenience.

#### [VET Student Loans information booklet](#)

The following fact sheets are also available from the same website:

- [VET Student Loans – Information for Students 2017](#)
- [VET Student Loans – Student Impact Fact Sheet](#)
- [VET Student Loans - How to submit an eCAF Fact Sheet](#)

## **Fees and Census Dates**

The following important information outlines the fees for our courses, the Units of Study (UoS) making up our courses and the associated Census Dates.

### **What is a Census Date?**

The Census Date is the date on which a payment for a Unit of Study is required. You may make this payment upfront or you may have this fee (or part of this fee) paid for using VET Student Loans.

Courses are made up of THREE (3) Units of Study (UoS), each UoS has a Census Date.

- If you withdraw (or have your enrolment cancelled by the RTO) from your UoS **before** the Census Date for that UoS then no fee will be payable (or will you incur a Vet Student Loan debt to the government) for that UoS.
- If you withdraw (or have your enrolment cancelled by the RTO) from your UoS **after** the Census Date for that UoS then no fee will be payable (or will you incur a Vet Student Loan debt to the government) for that UoS.

If you wish to withdraw from a UoS, then you must do this in line with our Withdrawal Procedure that is available online on our website or from our offices. It is important to follow this procedure as soon as you decide to withdraw so that you do not incur unnecessary fees or debt.

If your enrolment is cancelled by our Enrolment and Student Support Officer then you will have received plenty of notice and the date of effect for the cancellation will determine if you have incurred a debt for a UoS commenced.

As with all of our decisions, you may appeal any decision made by accessing and using our Appeals process.

**The following tables have been included for your information:**

**Table 1** – lists the overall course fees for our courses

**Table 2** – Shows the Units of Study (UoS) and Census Date for our Diploma of Leadership and Management

**Table 3** – Shows the Units of Study (UoS) and Census Date for our Diploma of Leadership and Management

**TABLE 1 – Overall Course Fee Information**

Code	Name	Approximate Duration	Census Dates*	Amount*
DLM19	Diploma of Leadership and Management	24 months	3 Census Dates calculated at 20% after commencement of each UoS	Refer to Website
DHRM19	Diploma of Human Resource Management	24 months	3 Census Dates calculated at 20% after commencement of each UoS	Refer to Website

**\* Notes about fees and Census Dates**

- Our Diploma courses are made up of 3 Units of Study (UoS).
- The fee listed above is divided into 3 equal payments.
- Please see tables 2 and 3 for UoS information and Census Dates
- We have a publically available Census Date Calculator on our website and you will be provided with these dates on enquiry and on enrolment

**TABLE 2 – UoS Information and Census Dates for Diploma of Human Resources Management**

This Diploma is made up of THREE (3) Units of Study (UoS). The census dates are distributed throughout the course. These are important dates as these are the dates that fees are applied. Our online courses can be commenced at any time. The following table **IS AN EXAMPLE** of the important dates for a course **commencing on the 1<sup>st</sup> of July 2019**

Our unique Online Census Calculator (available on our website and during your enrolment process) allows you to tell us when you would like to start your course, then simply provides you with important fee and census information.

Uos Code	UoS Name	Start Date*	End Date**	Census Date***	Amount**
HRUoS1	UOS 1 – Managing Operational Effectiveness	1 July 2019	1 March 2020	8 June 2020	Refer to Website (calculated at 1/3 of Course Fee)
HRUoS1	UOS 2 – Leadership Qualities	1 March 2020	1 November 2020	20 April 2020	Refer to Website (calculated at 1/3 of Course Fee)
HRUoS1	UOS 3 – Managing and Developing People	1 November 2020	1 July 2021	20 December 2020	Refer to Website (calculated at 1/3 of Course Fee)
Commencement Date – 1 <sup>st</sup> July 2019  Expected Completion – 1 <sup>st</sup> of July 2021					Total = Refer to Website

\* Start Date is defined as the date you gain access to your course (online or your print resources arrive) or attend for a commencement session (for classroom programs). For the first UoS this is after enrolment. For the second and third UoS this depends on when you completed your prior UoS and have been provided with access to the next Module due to your excellent progress in the course (this may be earlier than the 8-month default)

\*\* End Date is defined as the date you have completed the UoS (or have made sufficient progress that your trainer approves and you request access or commencement to the next UoS). This may be earlier than the 8-month default)

\*\*\* this is initially calculated as 20% of the total time allocated to the UoS as per the Training Plan (all students receive a Training Plan). All students commence on a Standard Training Plan and then this may be customised to meet learner needs in agreement with the student and the trainer.

**TABLE 3 – UoS Information and Census Dates for Diploma of Human Resources Management**

This Diploma is made up of three (3) Units of Study (UoS). The census dates are distributed throughout the course. These are important dates as these are the dates that fees are applied.

Our online courses can be commenced at any time. The following **IS AN EXAMPLE** of the important dates for a course **commencing on the 1<sup>st</sup> of July 2019**.

Our unique Online Census Calculator (available on our website and also during your enrolment process) allows you to tell us when you would like to start your course, then simply provides you with important fee and census information.

Uos Code	UoS Name	Start Date	End Date	Census Date*	Amount**
LMUoS1	UOS 1 – Managing Risks in the Workplace	1 July 2019	1 March 2020	8 June 2020	Refer to Website (calculated at 1/3 of Course Fee)
LMUoS2	UOS 2 – Human Resource Management Systems	1 March 2020	1 November 2020	20 April 2020	Refer to Website (calculated at 1/3 of Course Fee)
LMUoS3	UOS 3 – Managing and Developing People	1 November 2020	1 July 2021	20 December 2020	Refer to Website (calculated at 1/3 of Course Fee)
Commencement Date – 1 <sup>st</sup> July 2019 Expected Completion – 1 <sup>st</sup> of July 2021					Total = Refer to website

\* Start Date is defined as the date you gain access to your course (online or your print resources arrive) or attend for a commencement session (for classroom programs). For the first UoS this is after enrolment. For the second and third UoS this depends on when you completed your prior UoS and have been provided with access to the next Module due to your excellent progress in the course (this may be earlier than the 8-month default)

\*\* End Date is defined as the date you have completed the UoS (or have made sufficient progress that your trainer approves and you request access or commencement to the next UoS). This may be earlier than the 8-month default)

\*\*\* this is initially calculated as 20% of the total time allocated to the UoS as per the Training Plan (all students receive a Training Plan). All students commence on a Standard Training Plan and then this may be customised to meet learner needs in agreement with the student and the trainer.

## **FOR ALL DIPLOMAS - Fee and Census Date Information if Approved for VET Student Loans to cover all or part of the fees applicable.**

Depending on your previous qualifications and experience, your fee may be less than the maximum fee quoted.

- If you withdraw (in accordance with our Policy) before the Census Date for a Unit of Study (UOS) then you will **NOT** incur a debt for that Unit of Study (UOS).
- If you withdraw after the Census Date then you will have incurred a debt to the Commonwealth Government.

You will be sent an Invoice Notice 14 days before each census day, indicating your fees and census dates. Your debt is incurred on the day after the census day.

After a census day has passed, Just Careers Training will also send you a Commonwealth Assistance Notice (CAN) for that Unit of Study. The CAN will provide you with information about your debt, including the loan fee if applicable. If you believe your CAN is incorrect, you should contact your college immediately.

## **Application and Enrolment**

- All students will be required to apply and/or enrol for the course they wish to undertake.
- Application and Enrolment processes may be separate or one process, depending on the nature of the training program and any funding or external body requirements.
- All students must present adequate identification on enrolment that will then be used as per our Privacy policy. The identification document(s) may also be used for authenticating works submitted by distance (not face to face).
- Enrolment form questions are kept minimal and in line with the minimum standards required by Vocational Education and Training Legislation and Standards.
- Application processes are in line with regulatory requirements and differ depending on funding sources and program requirements.
- Application and Enrolment forms will be accessible online and/or in hard copy to ensure access and equity principles are maintained.
- Completed application, Enrolment documents will be processed in line with our procedures, including within set timeframes, and will be stored, and accessed in line with our Privacy Policy.
- For additional information relating to application, eligibility and enrolment to any government funded program or the VET Student Loan program, please refer to the relevant sections in this Handbook, information on our website or contact us.



## Access and Equity

### 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.
- Endeavours to meet the individual needs of trainees through the integration of access and equity principles.
- Endeavour to ensure that equity principles for all students 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.
- 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,  
Branch Manager,  
PO Box 55, MANAHAN, NSW 2200.

Just Careers Training 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:***

- Ensuring access and equity issues are considered during resource and course development.
- The establishment of non-discriminatory student selection procedures that encourage fair access for members of under-represented groups.
- 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.
- Ensuring that all trainees have access to education facilities in the region in which they are enrolled.

- Presenting learning materials in a manner that embraces cultural diversity.
- Providing trainees with a variety of options for demonstrating how they meet the required competencies.
- Ensuring that there is a self-paced learning option to cater for Participants with varying time requirements.
- Providing opportunities for re-assessment of Not Yet Competent assessment.

***Just Careers Training demonstrates its commitment by:***

- 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.
- 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.
- 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.
- 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.
- Making available alternative format for students who do not have the hardware and software capabilities required for our online learning platform.
- Providing all students ongoing access to support services in more than one ways
- Providing additional support and opportunities for re-assessment for students assessed as Not Yet Competent.
- Utilising a broad student selection criterion. Ensuring that staff is appropriately informed and aware of access and equity issues.

## 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.

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.

## Just Careers Training Student Entry Procedures for Diploma Level Courses

**Eligibility Requirements:** these are the eligibility requirements set out in the VET Student Loans Act 2016, and the VET Student Loans Rules 2016.

**Academic Suitability:** these are the Academic Suitability requirements set out in the VET Student Loans Act 2016, and the VET Student Loans Rules 2016.

### ***Eligibility for a VET Student Loan***

To receive a VET Student Loan, you must:

- be an eligible student – see further information about eligibility below
- be studying an **approved course (Diploma Courses at Just Careers Training are approved courses)**
- be studying with an **approved course provider (Just Careers Training is an approved provider)**
- apply to the government using the approved form, and (Just Careers Training will provide you with this form)
- confirm your engagement and progression to continue to access the loan throughout your course. (the government department will want to know about your progress)

To be an **eligible student** you must meet ALL of these criteria – further detailed below.

You must be:

- an Australian citizen, or
- a qualifying New Zealand citizen, or
- a permanent humanitarian visa holder, who is usually resident in Australia. **AND**
- Your **FEE-HELP balance** (the amount of your FEE-HELP limit you have left) is more than \$0 (this refers to how much you have borrowed for courses in the past); **AND**
- You are enrolled with an **approved course provider** in an **approved course** and have enrolled in accordance with the application requirements; **AND**
- You are studying the approved course primarily at a campus in Australia (this includes online and Print Correspondence options); **AND**
- You have been assessed by your **Our Enrolment Manager** as academically suited to undertake the approved course on the basis of either:

Your application will require:

- That you have a Tax File Number (TFN) or you meet the Tax File Number (TFN) requirements.
- You have a **Unique Student Identifier** (USI) or are otherwise exempt.
- You have given the required documents to your **approved course** provider and submitted the loan application form by the first **census day** no less than two business days after enrolling.

### ***Academic Pre-requisites:***

As well as meeting the eligibility requirements set out by the government for a VET Student Loan, you will also need to meet any academic pre-requisites for the course you wish to enrol in, meet, and follow the Just Careers Training Student Entry Procedure. This is to ensure that:

- You have been assessed by our Enrolment Officer as academically suited to undertake the approved course on the basis of either:
  - providing your Australian Year 12 Certificate; **OR**
  - providing evidence of successful completion of an Australian Qualifications Framework Certificate IV or higher qualification (where the language of instruction is English); **OR**
  - displaying competence at Exit Level 3 in the Australian Core Skills Framework in both reading and numeracy through an approved Language, Literacy and Numeracy test.

- In addition, Our Enrolment Manager must reasonably believe you show competence (ability) in completing the course.

Application and Enrolment into one or more of our courses must be completed prior to the commencement date of the course.

If you meet our Student Entry Requirements and your application is accepted by our Enrolment Officer, you will receive formal advice from Just Careers Training in the form of a welcome letter or email.

## Entry Procedure

Enrolment in a VET Student Loan approved course with Just Careers Training (Entry Procedure)

In order to apply for a VET Student Loan approved course you will need to:

- complete the electronic application form available on our website, AND
- Provide evidence that you have completed year 12 OR
- Completed a Certificate IV or above qualification in English OR
- Demonstrate that you are otherwise able to undertake your chosen course (this may be done by undertaking a Language, Literacy and Numeracy Assessment).

### **If you have not completed year 12 and / or a Certificate IV or above qualification in English**

You will be required to undertake an assessment of your English Language, Literacy and Numeracy to ensure that you will be able to successfully complete the course. This assessment may be completed at one of our training centres or online. You can arrange for this assessment in your application form.

Where you are required to undertake the assessment and choose to undertake the assessment online, then this will be followed by an interview (by phone or at one of our sites) with our Enrolment Officer.

For our Diploma level courses, competence at exit level 3 in both English and maths is required. You will be informed immediately of your results after completing each assessment.

If your results do not confirm an exit level 3, you may attempt to complete the assessments. We will contact you to arrange for your second attempt. If the results are not at the required level after the second attempt, our Enrolment Officer will contact you to discuss alternative study pathways.

### **If you have completed Year 12 and/or a Certificate IV (or higher) but you do not have evidence**

We can assist you in obtaining the required evidence. You may request this assistance in your application form.

## Language, Literacy and Numeracy Assistance

Just Careers Training has a process in place to identify students with language, literacy or numeracy difficulties.

Language, literacy and numeracy assessment are available for students and may be required as per our Entry Procedure.

Should a student be assessed as requiring assistance with a language, literacy or numeracy difficulty that prevents the successful enrolment into a course, they will be:

- a) Referred to an outside agency that is able to provide training in language, literacy and/or numeracy. In this instance, any fees for language, literacy and / or numeracy training will need to be paid by the student directly to the agency providing the training.

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.

Where a student's application and enrolment has been accepted and the student subsequently find that they need LLN support then they will be:

- b) Encouraged to access the Training Organisation's study support services.
- c) Provided with reasonable adjustments to training/assessment to allow the successful completion of the student's training as deemed applicable by the Training Organisation.

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

### **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 assessors.

#### Self-Identification

- a) Enrolment Application Forms require all students to identify whether they will require assistance with language, literacy or numeracy.
- b) Under the Language, Literacy and Numeracy (LL&N) section of the Student Handbook, students who require assistance with LL&N are requested to contact a Branch Manager.

#### Training Organisation Identified

- a) By Trainer / Assessor. If after conducting an assessment of a student's work,

and Trainer / Assessors 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.

- b) If a concern is raised regarding a student's language, literacy or numeracy ability the student is contacted by a Branch Manager to discuss these concerns and to advise them of the LL&N assessment process.
2. If a language, literacy or numeracy concern is identified, the student will undergo a Language, Literacy and Numeracy assessment.
    - 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.

During this time, the Training Organisation will allow the student's studies to be deferred until Language, Literacy and/or Numeracy training is complete.

Upon a satisfactory level of language, literacy and numeracy being reached the student is integrated back into their course, under the guidance of an Education Adviser.

- 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.

## **Paying for your course**

Course fees are clearly advertised and Just Careers Training will make every effort to ensure that our prospective students are well informed of:

- all fees and charges,
- terms and conditions
- Policies and Procedures

These can be found in this Handbook, on our website and in any other information e make publically available. If you require further information then you may contact one of our Branch Managers.

## Withdrawal, Cancellation, Re-Credit and Review Policy and Procedure

### VET Student Loan Withdrawal

#### Student Review Requirements & Re-Crediting a Student Loan Balance

#### Definitions

**Withdrawal-** where a student decides that they no longer want to continue with the course for their own personal reason

**Cancellation** – The approved provider determines to cancel a student's enrolment for a valid reason (in line with our Progression Policy).

**Student or Learners:** Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access a VET Student Loan for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

**Census Date:** A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

**Tuition Fees:** Fees paid for a VET Unit of Study that is approved for a VET Student Loan and applies to students who are, or would be entitled to a VET Student Loan

**Unit or VET Unit of Study:** A VET unit of study approved for a VET Student Loan that a student may undertake with Just Careers Training, for which the student may access a VET Student Loan pay for all or part of their tuition fees.

**The Department:** The Department of Education and Training.

**We:** Just Careers Training Pty Ltd

**Approved Provider:** Just Careers Training Pty Ltd

#### Withdrawal

If you decide to withdraw from your course, your enrolment officer will need to interview you to ascertain if there is any way we can assist you in completing your course.

Your course is made up of three Units of Study' and each Unit of Study has a commencement date and a census date.

Withdrawal requests are to be received in writing by the students giving their reason/s as to why they wish to withdraw.

#### Cancellation

Students are issued with a Standard Training Plans at the commenced of their course. Training plans are set in place to support students in their learning and assessment journey and ensure students meet all course requirements by their end or agreed date(s).



As well as a serious breach of our Student Behaviour Policy, a student's enrolment may be cancelled in line with our Participation and Progression Policy at the discretion of the Enrolment Officer. Students may appeal any decisions made by the RTO in line with the procedures in this Handbook.

### **Standard Training Plans**

All students, regardless of the mode of delivery, will be issued with Standard Training Plans within 6 weeks of commencing their course.

Standard Training Plans will also be used as part of the information provision undertaken prior to enrolment into a course with Just Careers Training.

Training Plans may be customised to meet the learner needs as required.

The Training Plan is in effect an agreement and is reviewed together with the Learner from time to time.

Training Plans for programs that include face to face classroom attendance are set in advance and where required the RTO will issue new Training Plans.

Training Plans for Distance Learning will always commence as the Standard Training Plan and then modified in consultation with both the Learner and the Trainer / Assessor, taking into consideration:

- The Learner Needs
- The Enrolment Period
- Any legislative or contractual obligations of the RTO
- The progress of the learner

### **Change of Training Plan due to non-participation and /or non-Progression**

Where a learner requires a change in their Training Plan (for example due to their non-attendance of a program that includes a face to face scheduled classroom attendance requirement) or their non-progression (for reasons including but not limited to not submitting works as per the agreed Training Plan), the Enrolment Officer may intervene and request an interview with the learner in order to better understand how we may be able to assist the learner in their studies.

Where, despite accommodating the acceptable needs of the learner, the agreed Training Plan (which may have been amended to suit requirements) is still not adhered to and the learner is not showing satisfactory progression (or attendance) then the learner may be given (after a second interview) a Notice of Intent to Cancel Enrolment.

The learner will be provided with at least 28 days notice, in order to allow for the learner to initiate grievance procedures before cancellation takes final effect.

Any subsequent cancellation will only take place once any grievance procedures initiated by the learner have been finalised.

All learners that have their enrolment cancelled by the RTO will be provided with the RTO's Grievance Procedures should they wish to appeal such a decision.

## **Incurring a VET Student Loan Debt**

A Student who is, or would be, eligible for a VET Student Loan and has requested a VET Student Loan, who withdraws (or have their enrolment cancelled) from a Unit on or before the census date will not incur a VET Student Loan debt for the tuition fees for that Unit.

Students who have requested a VET Student Loan who remain enrolled after the published census date will incur a VET Student Loan debt. A Student who withdraws from a Unit (or have their enrolment cancelled) after the published census date for that Unit will incur a VET Student Loan debt for that Unit.

## **Re-crediting a VET Student Loan Balance**

Students who withdraw (or have their enrolment cancelled) from a Unit after the published census date, or fail to complete a Unit, may apply to have their VET Student Loan balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.

### **Special Circumstances**

If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit, and believes this was due to special circumstances, the student may apply to have their VET Student Loan balance re-credited for the affected unit/s.

Just Careers Training will re-credit the Student's VET Student Loan Balance if it is satisfied that Special Circumstances apply where:

- these circumstances are beyond their control, and
- these circumstances did not make their full impact on the student until on, or after the census date; and
- these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student's control, the situation should be that which a reasonable person would consider is not due to the Student's action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:

- lack of knowledge or understanding of requirements for a VET Student Loan; or
- a Student's incapacity to repay a VET Student Loan (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

## **Re-credit of a Student's VET Student Loan balance - The process**

Each application for re-credit of a student's VET Student balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The Enrolment Officer is the designated VET Student Loan officer of Just Careers Training. The above officer is responsible for the assessment of a student's request for a re-credit of their VET Student Loan balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the Enrolment Officer at:

*Just Careers Training*

*Attention: Diploma Courses Enrolment Officer*

*PO BOX 55, MANAHAN NSW 2200*

Within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit.

Just Careers Training may at its discretion waive this requirement if it is satisfied that it was not possible for the application to be made within the 12-month period. Relevant supporting documentation will be required to substantiate the claim.

2. The application for re-crediting a VET Student Loan balance must include details of the:
  - Unit(s) for which a Student is seeking to have a VET Student Loan balance re-credited and
  - special circumstances as referred to above, including supporting documentation.

These details may be provided on the ***Just Careers Training Re-Credit of VET Student Loan Balance Application Form*** and sending this form by way of Registered Post, email to the Enrolment Officer or at one of our training centres (see website for details).

3. Just Careers Training will consider each application within 10 working days of receipt of the application in writing. It will consider each request to re-credit a VET Student Loan balance in accordance with the requirements of Schedule 1A to the Act. Applicants will be notified in writing of the decision within 10 working days.

## **Review of Decision**

4. Where Just Careers Training makes a decision NOT to re-credit a student's VET Student Loan balance that decision may be subject to review.
5. If a Student is not satisfied with the decision made by Just Careers Training, the Student may apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
  - be made within 28 days of receipt of the original decision
  - include the date of the original decision
  - state fully the reasons for applying for the review
  - include any additional relevant evidence
6. Applications should be made in writing to the Manager at:

Just Careers Training

Attention: Manager

PO BOX 55, MANAHAN NSW 2200

as the designated Review Officer of any decisions relating to a request for recrediting of a VET Student Loan balance.

Note: The Review Officer is senior to the designated VET Student Loan officer (Enrolment Officer) responsible for the original decision and was not involved in making the original decision to be reviewed.

7. The Review Officer will:
  - acknowledge receipt of the application for review of a decision in writing within 10 working days; and
  - inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.
8. The Review Officer will then:
  - review the information from the original decision and then assess any new evidence provided by the Student
  - provide written notice to the Student of the decision, setting out the reasons for the decision
  - inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

## **Reconsideration by the Administration Appeals Tribunal**

Where a student is dissatisfied with the reviewed decision they may apply to the Administrative Appeals Tribunal (AAT) for consideration of the Institute's decision to refuse to re-credit their FEE-HELP balance. The student may supply additional information to the Administrative Appeals Tribunal (AAT) which they did not previously supply to the Institute either in the original application or the request for review

The Secretary of Department of Education, or the Secretary's delegate, will be the respondent for cases that are brought before the AAT.

Upon DoE receipt of a notification from the AAT, DoE will notify the Institute that an appeal has been lodged. Upon receipt of this notification from DoE, the Review Officer will provide DoE with copies of all the documents they hold that are relevant to the appeal within five (5) business days.

Circumstances when a VET Student Loan student may apply to the Secretary for the FEE-HELP balance to be re-credited are when:

- i. Just Careers Training, or a person acting on Just Careers Trainings behalf, engaged in unacceptable conduct in relation to the student's application for the VET student loan; or
- ii. Just Careers Training has failed to comply with the Act or related legislation and the failure has adversely affected the student;

To apply under these circumstances the application must be made within 5 years after the census day for the course, or the part of the course, concerned, or within that period as extended by the Secretary;

The re-credit by the Secretary may granted in relation to special circumstances if Just Careers Training:

- (i) is unable to act or is being wound up or has been dissolved; or
- (ii) has failed to act and the Secretary is satisfied that the failure is unreasonable

### **AAT Details and Approximate Costs:**

<b>State / Territory</b>	<b>Address</b>	<b>Phone Number</b>
<b>New South Wales</b>	<b>Level 7, City Centre Tower, 55 Market Street, Sydney NSW 2000</b>	<b>PH: (02) 9391 2400</b>
<b>Queensland</b>	<b>Level 4, Harry Gibbs Building, Commonwealth Law Courts, 119 North Quay, Brisbane QLD 4000</b>	<b>(07) 3361 3000</b>
<b>South Australia</b>	<b>11th Floor, Chesser House, 91 Grenfell Street, Adelaide SA 5000</b>	<b>(08) 8201 0600</b>
<b>Victoria</b>	<b>Level 16, HWT Tower, Southgate, 40 City Road, Southbank VIC 3006</b>	<b>(03) 9282 8444</b>

<b>Western Australia</b>	<b>Level 5, 111 St Georges Terrace, Perth WA 6000</b>	<b>(08) 9327 7200</b>
<b>ACT</b>	<b>4th Floor, Canberra House, 40 Marcus Clarke Street, Canberra City ACT 2600</b>	<b>(02) 6243 4611</b>
<b>Northern Territory (handled in QLD)</b>	<b>Level 4, Harry Gibbs Building, Commonwealth Law Courts, 119 North Quay, Brisbane QLD 4000</b>	<b>(07) 3361 3000</b>
<b>Tasmania</b>	<b>Ground Floor, Edward Braddon Building, Commonwealth Law Courts, 39-41 Davey Street, Hobart TAS 7000</b>	<b>(03) 6232 1712</b>

Approximate cost of lodging an appeal with the AAT: \$884 with a concession of \$100 off for eligible applicants. (Source: <http://www.aat.gov.au/FormsAndFees/Fees.htm> )

Note: Full details of the application process and fees payable are available on the AAT Registry's website: [www.aat.gov.au](http://www.aat.gov.au). Fees are subject to change – refer to the AAT website for up-to-date fee information. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

## **Publication**

This policy and the procedure is published on the Just Careers Training website to ensure Students have up to date and accurate information publicly available to them.

## **Statement of VET Tuition Assurance for Exempt Student Loans (VSL) Providers**

### **Introduction**

1. Tuition assurance protects students in the event a course provided by an approved VSL provider ceases to be provided after it starts but before it is completed. Affected students are offered a replacement course with another provider and where this is not possible, the students' FEE HELP balance for the affected part of the course will be re-credited.
2. As an approved provider under the VET Student Loans Act 2016, Just Careers Training must be a party to an approved tuition assurance arrangement or have an approved exemption in place.
3. It is intended that, from 1 January 2019, Just Careers Training Pty Ltd will be exempted from the requirement to be a party to an approved tuition assurance arrangement. Instead, Just Careers Training Pty Ltd is required to comply with interim arrangements which ensure similar tuition assurance protection is provided to students.

This statement sets out the interim arrangements for tuition assurance that will apply from 1 January 2019 and Just Careers Training Pty Ltd obligations from that date.

5. If any changes occur to the proposed arrangements outlined below, a revised statement will be provided Just Careers Training Pty Ltd.'s website and advised to all students that have enrolled in the intervening period.

**What happens if Just Careers Training ceases to provide a course after it starts but before it is completed?**

Just Careers Training Pty Ltd will:

6. Notify affected students in writing and within 2 business days that an approved course is no longer.

7. As soon as practicable, Just Careers Training will update its website to reflect that the course is no longer being delivered and to give students information about the relevant tuition assurance arrangements.

**Replacement courses**

8. The Commonwealth Department of Education and Training (the Department) (or a consultant engaged by the Department) will work with affected students to identify a replacement course and arrange for students to be placed with replacement providers.

9. Replacement courses must meet the following requirements:

- the course must lead to the same or comparable qualification as the original course;
- the mode of delivery of the replacement course must be the same as or, with the student's consent, similar to the mode of delivery for the original course;
- the location of the replacement course must be reasonable, having regard to the costs of, and the time required for, a student's travel; and
- the student will not incur additional fees that are unreasonable and will be able to attend the replacement course without unreasonable impacts on the student's prior commitments.

10. Affected students will be offered a replacement course and may seek a review about whether the course offered to them meets the requirements for replacement courses.

11. A student who accepts the replacement course offered will not be required to pay the replacement provider for the replacement components of the replacement course. However, the fees payable for the remainder of the replacement course may be different from the fees payable for the original course.

12. A student who accepts the replacement course offered will also receive course credits for parts of the original course successfully completed by the student, as evidenced by:

- a copy of a statement of attainment or other Australian Qualifications Framework certification document issued by the course provider or an authorised issuing organisation in accordance with the Australian Qualifications Framework; or
- a copy of an authenticated VET transcript issued by the Student Identifiers registrar.

Each affected student will have a period of six (6) months in which to accept the replacement course offer. The Department may extend that period in circumstances that justify an extension.

14. If an affected student enrolls in a course that is not a replacement course, the student may be required to pay additional tuition fees, and might not receive the course credits the student would have received if the student had enrolled in a replacement course.

### **Re-crediting of students' FEE-HELP balances**

15. Where there is no suitable replacement course for a student, Just Careers Training Pty Ltd will re-credit the student's FEE-HELP balance for the affected parts of the original course. The amount re-credited will be equal to the amount of VET student loan used to pay tuition fees for the student for the course, or parts of the course.

### **Prepaid fees**

16. Just Careers Training will NOT charge any more than \$1500 upfront for tuition fees

17. For tuition fees paid up-front below \$1500, students should be aware that there is no formal protection in place and students will be responsible to seek a refund for these fees directly from Just Careers Training Pty Ltd if Just Careers Training Pty Ltd fails to provide the agreed services.

Just Careers Training Pty Ltd has in place a Terms and Conditions including a Refund Policy published on its website. If the provider is under external administration, this may require the student submitting a proof of debt with the external administrator.

### **Record keeping**

18. It is suggested best practice for students to retain assessments, records of competencies or statements of attainment that they receive from their education provider.

## **Learning and Development**

Learning occurs in many ways and the course has been designed to ensure you learn from a variety of sources, in a variety of ways and from different people and organisations.

For online courses - Upon enrolment, students are provided login details and access to the JCT Moodle Online Learning Platform for their course(s). Through this portal, you can download all learning study materials for your current Unit of Study. Other useful resources will also be available through the portal.



As you progress through your course, the learning materials and resources for your future Units of Study will be made available to you.

This portal also provides you with access to:

- Important information about your course
- Access to resources that will assist you in your learning and assessment journey
- A way to communicate with other students and trainers

The portal may also be used to provide you with access to:

- Assessment instructions
- Assessment activities and tools
- Other useful information and required instructions

In line with our Access and Equity policy – students may opt to use hard copy print resources delivered by way of post at no additional fee.

## Learning Materials

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 of Study and may consist of Learner Guide/s, Assessment Book/s and practical assessment guidelines and information required for each unit of competency included in the Unit of Study.

### Issuing of Learning Materials

Enrolled students are eligible to have access to the learning materials for the next Unit of Study at commencement of the Unit of Study as per the commencement dates shown on the student's Course

Planner if:

1. The student is competent in any pre-requisite Units of Study (as per Course Planner).
2. The student has completed (or it can be reasonably foreseen that they will complete) and previous Units of Study that have been commenced.
3. The student is still currently enrolled and fees for their enrolment are up to date.

If the above are satisfied, access is automatically available to the student on the Moodle Online Learning Platform.

## 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 (where possible). 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 (kinesthetic).** 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 trainer delivers the content of your training, or the way that the learning is presented in your course, please speak to your trainer to explore the options that may be utilised in your experience at Just Careers Training.

## Standard Training Plans

All students, regardless of the mode of delivery, will be issued with Standard Training Plans within 6 weeks of commencing their course.

Standard Training Plans will also be used as part of the information provision undertaken prior to enrolment into a course with Just Careers Training.

Training Plans may be customised to meet the learner needs as required.

The Training Plan is in effect an agreement and is reviewed together with the Learner from time to time.

Training Plans for programs that include face to face classroom attendance are set in advance and where required the RTO will issue new Training Plans.

Training Plans for Distance Learning will always commence as the Standard Training Plan and then modified in consultation with both the Learner and the Trainer / Assessor, taking into consideration:

- The Learner Needs
- The Enrolment Period
- Any legislative or contractual obligations of the RTO
- The progress of the learner

### Change of Training Plan due to non-participation and /or non-Progression

Where a learner requires a change in their Training Plan (for example due to their non-attendance of a program that includes a face to face scheduled classroom attendance requirement) or their non-progression (for reasons including but not limited to not submitting works as per the agreed Training Plan), the Enrolment Officer may intervene and request an interview with the learner in order to better understand how we may be able to assist the learner in their studies.

Where, despite accommodating the acceptable needs of the learner, the agreed Training Plan (which may have been amended to suit requirements) is still not adhered to and the learner is not showing satisfactory progression (or attendance) then the learner may be given (after a second interview) a Notice of Intent to Cancel Enrolment.

The learner will be provided with at least 28 days notice, in order to allow for the learner to initiate grievance procedures before cancellation takes final effect.

Any subsequent cancellation will only take place once any grievance procedures initiated by the learner have been finalised.

All learners that have their enrolment cancelled by the RTO will be provided with the RTO's Grievance Procedures should they wish to appeal such a decision.

## Facilities and Equipment

Students will require:

- ☐ 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 (refer Student Agreement)
- ☐ access to a recording device and tripod is necessary for those students choosing to complete the practical assessment by the recording of skills option.

Our Training Organisation will ensure that:

- We maintain a safe and healthy environment;
- We have all the resources, both physical and Human, to provide with quality training and assessment services;

## 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

In order to attain a competency, you will need to provide evidence that you have the knowledge and skills described by the competency. You will also need to demonstrate that you can perform to the level required by the competency.

For this purpose, assessments are developed that allow your assessor to capture and assess your knowledge and abilities.

Assessments and evidence requirements may be negotiated to better suit your needs, as long as they meet a certain set of rules.

Our courses are designed to provide sufficient learning and then assessment that provides the required evidence.

Other options may include:

- Using your current workplace as a source of information and your work when attempting assessments set out in your course
- Using your current workplace as a source of information and your work as evidence of your competency
- Using your relatively recent workplace as a source of information and your work as evidence of your competency
- Attempting to provide evidence without any learning, as you believe you have already learned and applied the required skills and knowledge – known as Recognition of Prior Learning

Assessments are designed to assess:

- Your Theoretical Knowledge – known as required knowledge
- How you apply the knowledge
- Your Skills
- 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

Your assessor can be provided with evidence of your knowledge and performance by:

Assessing your knowledge by way of Theory questions. These are designed to allow you to express your understanding of the theory and its application.

Assessing how you apply your knowledge by way of activities. Activities allow you to take the knowledge you have gained and apply the required performance.

Activities may include case studies and scenarios.

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.

At times activities may be completed using the Learner Guide and other readings, at other times you will need to do further research

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.

## **Theory Assessment**

Demonstrating that you have the required knowledge can be achieved by undertaking a set of well-designed questions and tasks that are mapped to the competency you are attempting to attain.

## **Practical Skill Assessments**

Demonstrating that you have the required skills and performance can be achieved by undertaking a set of well-designed tasks that are mapped to the competency you are attempting to attain. Here, your assessor will focus on what you can “do” and if you can do it “when required” and at the “required level”.

These practical skill assessments must be completed as part of your course.

The Course Outline for your course details the units which require practical assessment. Detailed below are some the options (depends on the course you are undertaking) available to complete each assessment:

1. Upload / Submit a video recording of your skills to the Moodle portal.
2. Submissions by Post or in person
3. Attend an assessment session
4. Have a Private Assessor assess your skills either face-to-face, via Skype or other suitable technologies.

Further information and guidelines regarding your practical assessments is provided once you nominate how you would like to complete each assessment. Please note that as each practical assessment is based upon the practical application of a part of the course theory, unit pre-requisites for each practical assessment need to be completed before they can be attempted.

## Recognition of Prior Learning

Recognition of Prior Learning is the recognition of skills and knowledge obtained through previous education, training or experience, which may entitle a student to a unit exemption.

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 Organisation 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 result will be explained to you by your assessor 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.

## **Work Placements**

Some Diploma courses may require completion of a work placement. While you are able to choose where you would like to complete your work placement, your trainer will need to agree that the placement and what you will be doing in the workplace is suitable to the requirements of your course.

Once you have decided, you will need to notify the details of the workplace on the Workplace Nomination Form included with your Enrolment Pack.

We can also provide assistance in locating a suitable workplace if you are having difficulty finding a suitable agency. Students are expected to make a reasonable effort to locate a suitable agency for their placement.

Our trainers will also liaise with the approved person where you are undertaking your placement to ensure you will be suitably supervised in the workplace, that you are given sufficient opportunity to participate in the workplace in accordance with your course requirements, and that your supervisor is clear on what you need to achieve during your placement.

While we recommend at what stage of your course to start your placement, it is between you and the host employer as to how many hours you spend in the workplace and the days and times you work. This means you are able to fit your placement around your current work, family and lifestyle commitments.

## Mutual Recognition (Credit Transfer) of Qualifications

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 a Recognition of Prior Learning and Credit Transfer Application Kit can be obtained from the Head Office by phoning 1300 558 241.

To apply for mutual recognition, complete the Recognition of Prior Learning and Credit Transfer Application Kit and forward it to the Training Organisation, along with certified copies of your results of these units.

## 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 teachout date of the course in writing.

In the event of not completing their course before the teachout 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.

Students are required to pay the relevant fee of the Unit/s of Study which they are required to complete for the new course current at the time of completing the respective Unit/s of Study.

## Communication

For all student study assistance queries, please call our **office** on 1300 558 241 or email Coursesupport@[justtraining.com.au](mailto: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.



## Plagiarism

The course assessment is 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.

## Assistance during your Journey

Should you need help or assistance with any of your units or learning material, Trainers are readily available to help you. 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 Moodle portal (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.

## Face-to-Face Study Support

Face-to-face learning opportunities undertaken at our branches provide you with an opportunity to enhance your learning in person with our skilled Trainers. Your local Branch will be able to advise you of session times. The available session times are also advertised on our website and attendance is FREE for current students. These may be streamed onto the internet and available for viewing after the sessions.

## Distance Learning Support

### **RTO initiated**

The RTO has a Support Schedule which involves making contact with Learners that are undertaking any part of their course off campus. This includes Mixed Mode Delivery format.

The contact will be regular and scheduled and prompt the learner to respond should they have any learning and associated needs.

The Support Schedule will also include telephone calls at regular intervals to ensure that more than 1 communication method is attempted.

### **Student initiated**

As well as the RTO initiated contact and support, all learners, regardless of Mode of Delivery will have the contact details of:

- Their Enrolment and Support Officer
- The Quality and Compliance Manager
- The Head Office details

## **Participation and Progression Policy**

All learners are expected to attend as per published schedule (where face to face classes are part of the program), attend work placement (as arranged and organised and agreed) and to progress (for all modes) through their course at the agreed and/or recommended pace.

Where a learner does not participate and/or progress Satisfactorily then the Enrolment Officer, as informed by the Trainer/assessor may intervene.

All students, regardless of the mode of delivery, will be issued with Standard Training Plans within 6 weeks of commencing their course.

Standard Training Plans will also be used as part of the information provision undertaken prior to enrolment into a course with Just Careers Training. Training Plans may be customised to meet the learner needs as required.

The Training Plan is in effect an agreement and is reviewed together with the Learner from time to time.

Training Plans for programs that include face to face classroom attendance are set in advance and where required the RTO will issue new Training Plans.

Training Plans for Distance Learning will always commence as the Standard Training Plan and then modified in consultation with both the Learner and the Trainer / Assessor, taking into consideration:

- The Learner Needs
- The Enrolment Period
- Any legislative or contractual obligations of the RTO
- The progress of the learner

## **Change of Training Plan due to non-participation and /or non-Progression**

Where a learner requires a change in their Training Plan (for example due to their non-attendance of a program that includes a face to face scheduled classroom attendance requirement) or their non-progression (for reasons including but not limited to not submitting works as per the agreed Training Plan), the Enrolment Officer may intervene and request an interview with the learner in order to better understand how we may be able to assist the learner in their studies.

Where, despite accommodating the acceptable needs of the learner, the agreed Training Plan (which may have been amended to suit requirements) is still not adhered to and the learner is not showing satisfactory progression (or attendance) then the learner may be given (after a second interview) a Notice of Intent to Cancel Enrolment.

The learner will be provided with at least 28 days notice, in order to allow for the learner to initiate grievance procedures before cancellation takes final effect.

Any subsequent cancellation will only take place once any grievance procedures initiated by the learner have been finalised.

All learners that have their enrolment cancelled by the RTO will be provided with the RTO's Grievance Procedures should they wish to appeal such a decision.

## **Just Careers Training – Privacy Policy**

### **OVERVIEW**

Just Careers Training (Just Careers Training, we, our or us) are committed to the protection of personal information as defined under the Privacy Act 1988 (Cth), and complying with the Australian Privacy Principles (APPs).

We will comply with our legal obligations and take all reasonable steps to protect the privacy of the personal information we collect, manage and hold in order for us to provide our products and services.

By using our products or services, or providing personal information to us, you agree to the collection, use and disclosure of your personal information in accordance with the terms of this Privacy Policy.

### **THE PURPOSES FOR WHICH WE COLLECT, HOLD, USE AND DISCLOSE PERSONAL INFORMATION**

We collect personal information from you for purposes including:

- to enable us to provide products and services to you;
- to carry out our functions as a registered training organisation;
- to send you, or provide information to third parties to enable them to send you, information, offers and promotions about education related products and services that you have consented to receive;
- to administer our database of personal information in order to develop new products and services;

- to improve the quality and quantity of information on our websites; and
- for statistical and marketing analysis and analytics.
- For the purpose of applying for a VET Student Loan

## **KINDS OF INFORMATION WE COLLECT AND HOLD**

Personal information we collect and hold may include, but is not limited to:

- name, gender and date of birth;
- personal and emergency contact details (including address, email address, phone numbers);
- tax file number;
- Unique Student Identifier (USI) number;
- education and training history;
- language;
- reasons for study;
- passport number;
- employment status; and
- work history.
- CHESSN (as part of a VET Student Loan application)

Sensitive personal information that you may consent to provide, or which we are authorised to collect by law could include:

- racial or ethnic origin;
- language and literacy needs;
- membership of a professional or trade association;
- criminal record;
- health information; and
- visa and immigration information and status.

Where we are required to collect sensitive information, we will only do so with your consent and we will only use it for the purposes for which you provided it.

## **HOW THE INFORMATION IS COLLECTED**

Personal information is generally collected through our student enrolment or employee recruitment processes.

Where possible your personal information will be collected directly from you via:

- online applications and online enrolment forms;
- application/ enrolment forms completed at our training centres or offices.

Your personal information may also be provided to us by third parties such as service providers, advertisers and publishers. Where we collect information from third parties, we will comply with the relevant laws, including the APPs.

## **HOW THE INFORMATION IS HELD**

Your information can be stored electronically or in hard copy in storage facilities that are managed by either our third party service providers or ourselves (secure document storage).

We will take all reasonable steps including both manual and technical controls and processes to ensure personal information we hold is protected against interference, loss, unauthorised access, use, modification, copying, download or disclosure. All our staff are bound to act in accordance with this Privacy Policy and applicable laws.

Where information held by us is no longer required to be held, we will de-identify or destroy such personal information.

## **HOW WE USE AND DISCLOSE PERSONAL INFORMATION**

We may disclose personal information to third parties where required or authorised by relevant laws and policies to Australian federal and state government agencies and authorities including funding schemes and training programs that we participate.

Your information to determine your eligibility and academic suitability for your course and any related VET Student Loan application

Your personal information will not be otherwise disclosed without your consent unless required or authorised by law or the APPs.

## **HOW YOU CAN ACCESS AND CORRECT PERSONAL INFORMATION**

We will make personal information that we hold about you available to you for inspection upon your request. Depending on the circumstances, we may charge you a reasonable fee for access to the personal information that we hold about you. You may contact our Enrolment Officer (who is also our Privacy Officer) for information on how to access your personal information.

If you consider personal information we hold about you to be incorrect, incomplete, out of date or misleading, you can request that the information be amended by contacting the Privacy Officer. Where a record is found to be inaccurate, a correction will be made. Where you request that a record be amended but the record is accurate, the details of the request for amendment will be noted on the record. There is no fee associated with the correction of personal information held by us.

## **HOW YOU CAN MAKE A COMPLAINT**

If you have any concerns about our treatment of your personal information, please contact:

Enrolment Officer (Privacy Officer)

Just Careers Training Australia

PO Box 55, Manahan NSW 2200

1300 558 241

[privacy@justtraining.com.au](mailto:privacy@justtraining.com.au)

## 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 Behaviour Policy

### Purpose

The purpose of this policy is to ensure that students enjoy a course journey with JCT that is free from harassment or other forms of unacceptable behaviour such as discrimination.

### Principles

JCT affirms the importance and contribution of a harassment free environment to effective work and training. Every endeavour is made to promote a positive, caring and cooperative atmosphere, in which the rights and responsibilities of all parties are acknowledged and upheld. JCT acknowledges the detrimental effect that harassment can have on a person's physical, psychological and emotional wellbeing.

Some students may exhibit challenging or inappropriate behaviour and require additional support and interventions to address this behaviour. JCT key principles in dealing with instances of harassment are as follows:

- an emphasis on educative, non-punitive resolution;
- cultural and religious sensitivity;
- provision of information to all parties regarding rights and obligations;
- established processes for resolving behavioural incidents;
- ongoing monitoring to ensure inappropriate behaviour does not re-occur.

### **Student Expectations and Responsibilities**

JCT endeavours to provide a learning environment, which is supportive of group and individual learning. This requires support from all students, trainers and staff. Positive student behaviours are most effectively developed and supported through relationship-based classroom practices, and clearly communicated behavioural expectations. It is expected that students will behave in a manner which is respectful of fellow students and JCT staff at all times of their student engagement. Every person has the responsibility to:

- be respectful, truthful, courteous and considerate to all parties;
- respect individual differences;
- meet classroom expectations and contribute positively to the learning environment;
- act responsibly and safely;
- treat all property and belongings with respect and care;
- refrain from behaviour which is disruptive, offensive and may undermine group dynamics; and,
- approach any disagreements in a professional calm manner to achieve a positive outcome.

### **Student Rights**

Every person involved in the JCT learning environment shall:

- be treated with respect and understanding;
- be treated as an individual;
- work and learn in a positive classroom environment (where applicable); and
- feel safe while learning and interacting with others.

### **Actions**

Where an individual's behaviour impacts on group learning and harmony, the trainer or staff member in attendance, will give the individual a verbal warning. This is a courtesy provided to the student to bring to their attention actions or behaviour that is disrupting the class environment. If the behaviour continues (and depending on the seriousness of the behaviour) the student/s concerned may be asked to leave the



course or have their enrolment cancelled. Under these circumstances the student will not be eligible for a refund.

## Complaints or Appeals

If the student feels they have been dealt with in an unfair or unjust manner, they have the opportunity to lodge a complaint or appeal, by following the Grievance policy and procedures outlined in the JCT Handbook (this Handbook).

JCT will consider the nature and seriousness of any behaviour which is complained about and any relevant circumstances surrounding the behaviour.

Where the student was asked to leave the course (or had their enrolment cancelled) prior to the completion of all assessment, JCT will consider what options are available to the student to complete the training (or re-enrol into a program).

Where the student fails to take the opportunity to work with JCT to complete the assessment or displays further behaviour which falls outside the guidelines set out in this policy, JCT has the right to cease their training without any refund.

## Just Careers Training – Grievance (and Appeals) Policy and Procedure

### Definitions

For the purposes of this document, the following applies:

- **Academic Matters** includes matters relating to student progress, assessment, curriculum and awards for an approved course)
- **Complainant** refers to Students (as defined above) who have lodged a grievance.
- **Grievance** is a complaint that relates to Academic Matters (including matters relating to student progress, assessment, curriculum and awards for an approved course) and Non-Academic Matters (including matters relating to the enrolment into a course and personal information held by the RTO)
- **Non-Academic Matters** include matters relating to the enrolment into a course and personal information held by the RTO
- **RTO or The Training Organisation** refers to the registered Training Organisation Just Careers Training Pty Ltd (RTO ID 91413)
- **Student/s** refers to all persons enrolled or seeking to enrol in a course with the Training Organisation (including persons who are, or would, be entitled to VET STUDENT LOAN assistance
- **The Act** refers to the *VET Student Loans Act 2016*

### 1. Overview

Just Careers Training (“the Training Organisation”) 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 which relate to student progress, assessment, course content or awards in a VET course of study.

Non-academic matters include those matters which 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 of the campus at which the grievance has arisen, the Complainant's place of residence or mode of study.

This policy does not replace or modify policies or any other responsibilities which may arise under other policies or under statute or any other law. Also, the dispute resolution procedures outlined below in this document do not circumscribe an individual's rights to pursue other legal remedies.

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.

## **2. Responsibility**

The Branch Manager together with the Head Office Branch 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.

## **3. 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 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 a suitably secured and accessible premises. Access to these records may be requested by writing to the Branch Manager of the Training Organisation at PO Box 55, MANAHAN, NSW, 2200.
- A Complainant shall have access to the internal stages of this grievance procedure at no cost. Costs for an external appeal will be shared equally by the Training Organisation and the Complainant.

- **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.

## **5. Formal Grievance Procedure**

### **5.1 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 be submitted in writing to the Branch Manager at Head Office.

Grievances can be submitted to the Manager or Head Office Branch Manager respectively at the Just Careers Training Head Office, PO Box 55, MANAHAN, NSW 2200. The Complainant is invited to include suggestions about how the grievance might be resolved.

The Branch Manager or Branch Manager of Head Office will notify the Complainant of receipt of the grievance within 5 working days. The Branch Manager or Branch Manager of Head Office will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within 20 working days. 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.

### **5.2 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 General Manager at the Just Careers Training Head Office, PO Box 55, MANAHAN, NSW 2200. The Complainant's appeal will be determined by the General 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 20 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.

### **5.3 Stage Three**

If the Complainant is not satisfied with the outcome of their appeal, then an independent mediator can be requested through the Resolution Institute.

Complainants can contact the Resolution Institute directly as follows:

**Address:** Level 1, 13-15 Bridge Street, Sydney NSW 2000  
**Phone:** 02 9251 3366      **Freecall:** 1800 651 650  
**Fax:** 02 9251 3733      **Email:** infoaus@resolution.institute

Costs of such mediation will be shared equally by the Training Organisation and the Complainant. As a guide (current as per the date of publication of this document), a mediator's costs would be approx. \$385 for the first four hours (or part thereof). Subsequent hours would be approx. \$137.50 per hour. It is common for most disputes to be resolved within the initial four-hour allocation.

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.

#### **5.4 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](mailto:skilling@education.gov.au)
- contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: [www.asqa.gov.au](http://www.asqa.gov.au)