



Student Information Handbook

Just Careers Training Pty Ltd

Trading as Licences 4 Work

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Introduction

Welcome!

Just Careers Training Pty Ltd (JUST CAREERS TRAINING) is an innovative Registered Training Organisation (NTIS code: 91413) specialising in providing quality training and assessment in Business, Transport and Distribution (Warehousing), Community Pharmacy, Retail and Customer Contact qualifications.

Just Careers Training also trades as **Licences 4 Work**. Licences 4 Work offers forklift, first aid, food safety, pharmacy, traffic management and other safety and regulated training products.

Some of these training products are subject to our approval with and the requirements of the government departments as described in the relevant legislation, agreements and contracts

Requirements of the government departments as described in the relevant legislation may include training and assessment requirements, identification requirements, and application requirements including timeframes. It is important that you understand our services as described in this Handbook and your course requirements as per the available course information.

New products are being added periodically to our offerings and changes in training requirements are common – keep up to date with our services by visiting our website at www.licences4work.com.au or by following us on Facebook.

Licences 4 Work Staff and trainers have a wealth of experience and are committed to providing quality training and assessment services. Our current offerings, as part of Licences 4 Work include:

Code	Title	Outcome
TLILIC2001A	Licence to operate a forklift truck	A National High Risk Work Licence for operation of a counterbalanced forklift truck (LF)
RIISS00044	Work Zone Traffic Control - Traffic Controller Skill Set	An RMS Traffic Controllers Card
RIISS00041	Work Zone Traffic Control - Implement Traffic Control Guidance Plan Skill Set	An RMS Implement Traffic Control Plans Card
CPCCOHS1001A	Work safely in the construction industry	A General Induction Training White Card
HLTAID001	Provide cardiopulmonary resuscitation	A Statement of Attainment for the unit
HLTAID003	Provide first aid	A Statement of Attainment for the unit

HLTAID004	Provide an emergency first aid response in an education and care setting	A Statement of Attainment for the unit
SIRCIND002	Support the Supply of Pharmacy Medicines and Pharmacy only Medicines	A Statement of Attainment for the unit
SIRRFSA001A	Apply retail food safety practices	A Statement of Attainment for the unit. A NSW Food Authority Food Safety Supervisor Certificate

This Handbook has been developed for the information of all our Learners and employers, and as such there may be more information than you require. Should you have any questions about the contents of this manual, please contact Just Careers Training.

Where we refer to our organisation in this workbook then it will be referred to as ***Just Careers Training or simply JCT***, the name of the Registered Training Organisation (RTO).

You will find specific information about our qualifications in our Course Information brochures for each qualification. Brochures for our qualifications can be obtained by contacting our office, on the internet at www.licences4work.com.au

Our trainers and assessors are specially selected, highly qualified and extensively experienced, and our entire team at Licences 4 Work is here to support all our learners through our training programs and to ensure they have an enjoyable learning experience.

We are sure that you will have an enjoyable and rewarding experience and we hope that you achieve all your goals in the near future.

The team at Licences 4 Work (L4W)

Standards for Registered Training Organisations

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

Prior to the establishment of the national VET regulator ASQA, the standards that applied to an RTO's or applicant's registration were found within the Australian Quality Training Framework.

The Standards for Registered Training Organisations 2015 replace the former standards for RTOs. Other relevant Standards that apply include:

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

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

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

Our Charter

JUST CAREERS TRAINING (JCT) trading as Licences 4 Work 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.

Our motto is:

Learn – Evolve – Exceed – Succeed

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

This Student Charter sets out the expectations learners can properly hold as they receive their education.

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

Our Values Include:

- *Honesty – we will always be honest and expect others 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!

Legislative Requirements

We are subject to a variety of legislation related to training and assessment as well as general business practice. Learners (and our trainers) will be notified where they are directly affected by specific legislative or regulatory requirements. This includes the current:

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

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

RTO Responsibilities and our Undertakings

At Just Careers Training (Licences 4 Work) You can expect...

- That we will offer the most cost effective quality training available for any particular program in any particular location;
- That we will always advise as to the best course option for your needs;
- That we will provide as much information prior to booking and enrolment as possible to ensure you make an informed choice;
- That our terms and conditions are set fairly and that you have accessed these terms prior to booking;
- That we will always try to address the reasonable needs of all our learners regardless of gender, ethnicity, age, disability, race, background or mode of study or any of the other differences that people unique;
- That you will always get what you pay for;
- That we will always apply our values when making decisions that affect our students;
- That we will make the booking and enrolment process as simple as possible;
- That our staff will always welcome you with a smile and extend to you the best of our service;
- To enjoy a study environment free from harassment, bullying or discrimination of any kind;
- To be provided with a harmonious work and study environment in which concerns and complaints are addressed as quickly as possible;
- That we will maintain our premises and training areas in a safe and comfortable manner;
- To have your personal privacy respected. Learners may expect that personally sensitive information will be requested only where necessary for JCT administrative functions and that, once collected; it will be adequately protected against inappropriate or unauthorised access as per legislative requirements;
- To have access, upon request, to your personal records which JCT may hold, subject to the provisions of the Freedom of Information Act 1992 and relevant JCT policies and procedures;
- To be provided with accurate, timely and helpful information regarding your studies, enrolment and other administrative procedures that apply to you
- That program and course content will be up-to-date and informed by current research and industry standards;
- That our trainers will be suitably qualified and have current and relevant industry experiences;
- To have reasonable access to JCT staff for individual consultation outside class times, in person or by other means (such as by telephone or email);
- That you will receive feedback as part of the assessment process and as part of your experience;
- That the facilities or equipment in use are safe and comply with the JCT's Workplace Health and Safety and Environmental standards;
- That we will always make a sincere attempt to help our learners and will only make decisions to cancel any enrolment after careful consideration of our values and the responsibility of the student;
- That we will always comply with relevant legislation, regulation and standards as well as all of our contracts and agreements;

Learner Responsibilities

While at Just Careers Training (Licences 4 Work) We expect that learners:

- To read and understand all available information made available that relate to courses of interest. This includes course information as well as terms and conditions prior to booking;
- Follow instructions and advice contained in course information. This includes the need for pre-attendance study and preparation of the required identification;
- Respond to communications and requests for information as required to complete enrolment and course requirements. This includes responding to emails, answering or returning phone calls, or making contact with us as required and/or requested;
- Read and understand our disciplinary policy and its intent;
- Treat other members of the JCT community with respect and courtesy;
- Respect the opinions of others and deal with disagreement by rational debate;
- Respect JCT's property and the facilities provided for your benefit;
- Report any damages, injuries and/or incidents on site to the staff of the organisation immediately;
- Avoid conduct which disrupts the teaching, learning or research activities of other learner's and staff, or which interferes with others performing their duties;
- Avoid conduct which might reasonably be perceived as discriminatory, harassment, bullying or intimidating;
- To accept that as part of our responsibility to our learners we must apply our policies, including policies relating to the actions we may take where a student's behaviour is challenging, difficult and/or unacceptable;
- Acquaint themselves with JCT's policies and procedures relevant to their enrolment and studies and observe the policies and procedures of JCT;
- Maintain steady progress in assessment in courses and qualifications undertaken and seek assistance when required;
- Incorporate feedback (what you thought of our training, trainers, staff and training centre) into their learning;
- Not plagiarise in assessments and submit work that is genuinely theirs. This includes considering their use of copy and paste functions – competencies are only issued where the resulting work of a learner is deemed authentic and as a result of their skills and knowledge.
- Adhere to the JCT's process on assessment, re-assessment, re-submission or extension

Students concerned about the application or contravention of the principles outlined in this Student Charter (and the policies that underpin these principles) should be aware that complaint procedures exist to deal with such matters.

Workplace Health and Safety Policy

The Workplace Health and Safety Act 2011 describes Just Careers Training's duty of care to provide a safe and healthy working environment for all employees, and the employee's duty of care to take reasonable care for the health and safety of others within the work place.

Where training and services are provided in Western Australia, then the relevant legislation is complied with.

Our Staff will always display their commitment to Workplace Health and Safety Legislation and will conduct Facility checks to ensure they are operating in safe environments with minimal risk of harm to themselves or their learners.

Our assessments will never be conducted in a way that is hazardous to anyone involved. We will make every effort to keep our learners safe.

We will abide by any lawful instructions given by employers that are issued for the purpose of risk management and hazard reduction.

Just Careers Training has a Workplace Health and Safety and Environmental Management (WHSE) Policy and Procedure that aims to ensure the health and safety of all staff, visitors and learners.

Important Safety Information

A hazard is something that may cause harm or damage.

A Risk is a combination of the consequence of such damage or harm and how likely that the hazard may cause this damage or harm.

Just Careers Training undertakes regular activities to ensure we have identified all hazards. Furthermore, Just Careers Training takes necessary steps to ensure that all hazards are eliminated or that risks are controlled.

It is **vital** for all learners and visitors to ensure that they follow all instructions and signage in the training environment and its surrounds to ensure that our management of WHS is complete.

- If you notice something hazardous / dangerous – please inform the staff immediately.
- If an incident occurs (including near misses and accidents) – please inform staff immediately
- If you hear the fire alarm or you are asked to evacuate – please stay calm, leave your belongings where they are and leave the premises to the evacuation point – **PLEASE DO NOT LEAVE** the evacuation point until instructed.
- Site maps and evacuation information is posted at our training centres.
- Inductions to the centre (and into any assessment activity) is conducted at appropriate times.

- Many courses may be underway in the centre. Some of these involve dangerous machinery – please ensure you follow all instructions and signage and common sense.

Harassment and Discrimination Policy

We are required under Australian law to ensure that we provide a workplace that is free from all forms of harassment and discrimination (including victimisation and bullying) so that staff and learners feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such an environment, by a process of training, communication, mentoring and by example, and we will ensure all of our staff are aware of the processes and procedures for addressing any form of harassment or discrimination.

At no time is it accepted that any staff member from Just Careers Training behave in a deceptive or misleading manner, nor will the staff of Just Careers Training be expected to tolerate the same.

Just Careers Training has a fair and effective complaints handling policy and procedure.

Staff and learners should be aware of the following definitions:

'Bullying' - is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

'Confidentiality' - refers to information kept in trust and divulged only to those who need to know.

'Discrimination' - is treating someone unfairly or unequally simply because they belong to a group or category of people. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender history, impairment, age or sexual orientation. Victimisation is also treated as another ground of discrimination.

'Harassment' - is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

'Racial Harassment' - occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

'Sexual Harassment' - is any verbal or physical sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

'Victimisation' - includes any unfavourable treatment of a person as a result of their involvement in an equal opportunity complaint. Unfavourable treatment could include: adverse changes to the work environment; denial of access to resources or work.

Specific principles

All staff and learners have a right to work and participate in an environment free of any form of harassment and discrimination, all reports of harassment and discrimination will be treated seriously, impartially and sensitively.

Harassment and discrimination, including victimisation and bullying, is unwelcome, uninvited and unacceptable behaviour that will not be tolerated.

When Just Careers Training management is informed of any harassment or discrimination it has the responsibility to take immediate and appropriate action to address it.

In dealing with all complaints, the rights of all individuals will and should be respected and confidentiality maintained, whenever possible, all complaints should be resolved by a process of discussion, cooperation and conciliation.

The aim is to achieve an acceptable outcome while minimising any potential damage. We have a complaints procedure outlined in this handbook.

Both the person making the complaint, and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.

Victimisation is unacceptable and will not be tolerated. No person making a complaint, or assisting in the investigation of a complaint, should be victimised.

Harassment or discrimination should not be confused with legitimate comment and advice (including feedback) given appropriately by management or trainers.

Staff and learners should not make any frivolous or malicious complaints. All staff and learners are expected to participate in the complaint resolution process in good faith.

Working with Children Checks

All of our trainers/assessors undertake the required Working with Children checks as per the current legislation and can therefore work with learners under the age of 18. A parent or guardian will however, need to refer to the enrolment form and sign your enrolment.

Privacy and Confidentiality Policy

JUST CAREERS TRAINING takes the privacy of our learners and clients very seriously and we will comply with all legislative requirements. These include the Privacy Act and National Privacy Principles (2001). Your enrolment form provides for you, the Participant, to give permission for us to discuss your progress with your employer.

In some cases, we will be required by law or required by the RTO standards to make participant information available to others. In all other cases we ensure that we will seek the written permission of the participant.

The ten Privacy Principles are defined below:

1. **Collection** - We will collect only the information necessary for one or more of our functions. The individual will be told the purposes for which the information is collected.
2. **Use and disclosure** - Personal information will not be used or disclosed for a secondary purpose unless the individual has consented or a prescribed exception applies.
3. **Data quality** – We will take all reasonable steps to make sure that the personal information we collect, use or disclose is accurate, complete and up to date.
4. **Data Security** – We will take all reasonable steps to protect the personal information we hold from misuse and loss and from unauthorised access, modification or disclosure.
5. **Openness** – We will document how we manage personal information and when asked by an individual, will explain the information we hold, for what purpose and how we collect, hold, use and disclose the information.
6. **Access and correction** - The individual will be given access to the information held except to the extent that prescribed exceptions apply. We will correct and update information errors described by the individual.
7. **Unique Identifiers** - Commonwealth Government identifiers (Medicare number or tax file number) will only be used for the purposes for which they were issued. We will not assign unique identifiers except where it is necessary to carry out its functions efficiently.
8. **Anonymity** - Wherever possible, JUST CAREERS TRAINING will provide the opportunity for the individual to interact with them without identifying themselves.
9. **Trans-border Data Flows** - The individual's privacy protections apply to the transfer of personal information out of Australia.
10. **Sensitive Information** – We will seek the consent of the individual when collecting sensitive information about the individual such as health information, or information about the individual's racial or ethnic background, or criminal record.

Just Careers Training (JCT) has certain obligations in relation to the personal information which it holds about its students.

JCT complies with the requirements of Clause 23 of Schedule 1A of the Act and the Information Privacy Principles set out in the *Privacy Act 1988* in relation to the collection of information relating to all students.

Students are entitled to protection of their privacy, as are staff and others who might have dealings with JCT.

Privacy considerations apply to all information UCA may hold about students, including factual data (address, age, enrolment status, etc.), academic progress (assessment results, evaluation and assessment and progress) and personal welfare (family matters, medical matters, financial matters, etc.).

JCT will seek to minimise the information it needs to hold in respect of individual students.

Procedure

Staff of JCT may require access at times to personal information about you, in your interests.

To the extent that the information is private, JCT will restrict access to those staff who may need the information in order to carry out their responsibilities in your personal and/or training interests as a student.

JCT will not disclose personal information about you to other students, to people outside the organisation (other than in accordance with any legal or academic obligation, e.g. to Centrelink, if you are a recipient of a benefit such as Youth Allowance, and at their request) or staff who have no need of access to the information, unless you tell us, in writing, that you have given permission.

This means that we do not release any information we hold about you, including your address or your results, even to close relatives without your permission.

As a general rule, details of friends, family members and others who contact JCT seeking information about students (including personal contact details) will be referred to the students, for action as they see fit.

If you apply to transfer to another institution, we may release to that institution or a admissions centre, information about your academic progress at our training centre, although normally you will have consented to this in your application to the new institution.

JCT likewise commits itself to ensuring that all information about students is stored securely.

JCT reserves the right to use any photographs, recordings and/or film or video taken of staff and students as part of college activities in its marketing materials.

This right is acknowledged by students when signing the application/enrolment form. JCT will allow a student to apply to view and receive a copy of their own VET personal information held by the organisation.

Participant Training Records Policy

We are committed to maintaining and safeguarding the accuracy, integrity and currency of our records without jeopardising the confidentiality and privacy of the records or our learner's privacy.

Individual learner records will be stored in a locked secure office area. Our electronic records are stored in "VETtrak" (an electronic internal student database) and are protected by password access, we further protect our records by maintaining up to date virus, firewall and spyware protection software.

The RTO Office of Just Careers Training conducts sufficient backups of our computer systems.

Our record systems will retain Participant results (sufficient to meet our obligations as set out by the training authorities) for a period of not less than 30 years where required.

Completed forms and works will be stored as per our Records Policy on site, in a locked location as above. After a specific time, as per our Records Procedure the records will be stored in an offsite document storage facility operated by well known, trusted and accredited storage service providers.

Actual training records are kept for the duration of your course and for a period of time after completion as required by Regulations, Standards and our contractual obligations. Different courses have different requirements. Please speak to one of our Customer Service Officers for further information.

In the event that we cease to operate as a RTO we will transfer all records to ASQA or equivalent registering body in the applicable state in appropriate format and detail as specified by ASQA or equivalent registering body in the applicable state at the time of ceasing RTO operations.

All other records including, , taxation records, business and commercial records will be retained for a period of at least seven years.

Should we be required to submit statistical data on our learners (AVETMISS) to government agencies as per Regulations or Standards , we will use the features of our VETtrak software program.

We will ensure that any confidential information acquired by us, individuals or committees or organisations acting upon our behalf is safeguarded.

Access to individual Participant training records will be limited to those required by the STANDARDS such as:

- Trainers and assessors to access and update the records of the learners, whom they are working with,
- management staff as required to ensure the smooth and efficient operation of the business,

- Officers from the Department of Education and Training, ASQA or their representatives for activities required under the Standards for Registered Training Organisations,

Or those required by law such as:

- To state and federal bodies that have stipulated in their contracts with us that they may lawfully access such information
- Other people as permitted by law to access these records (e.g. subpoena / search warrants / social service benefits / evidence act). Or
- Learners authorising releases of specific information to third parties in writing,
- The participant's themselves, after making application in writing. E.g. learners seeking a replacement Qualification or Statement of Attainment.

Access of records by Learners

To ensure that private information is not sent to the wrong person, a request for a printout of student records must be made by the following:

- A request in writing for the records from our office.
- Providing sufficient identification details to ensure privacy

The requested records will then be provided to the applicant within 14 working days of the request.

JUST CAREERS TRAINING will supply the first requested copy of all results/ certificates on request in the first 6 months after the date of attainment at a fee of \$30.

Any additional copies requested (or copies requested after the initial 6 months) will be made available after payment of a \$30 administration fee for each qualification, statement of attainment, or results extract.

Certain training programs may have a different policy and fees attached to records. This information will be found in the course information or in the terms and conditions for the course.

Access & Equity Policy & Procedure Policy

Just Careers Training (JCT) is firmly committed to achieving best practice in the provision of vocational education and training.

JCT acknowledges that this is dependent on non-discriminatory access to services and comparable educational outcomes by all groups in society. By providing accessible and equitable vocational education and training all clients will be able to develop knowledge and skills to enhance life and work opportunities.

JCT recognises that particular groups of people in society have experienced, and continue to experience, institutional disadvantage and unequal educational outcomes.

Target groups will also include Aboriginal and Torres Strait Islanders, people of non-English speaking backgrounds, those with physical or intellectual disabilities, older people, young people identified as 'Youth at Risk', women, and the rurally isolated. This policy aims, therefore, to assist the Training organisation to achieve best practice by promoting the establishment of strategies and processes which effectively redress past disadvantage and improve the position of all groups in society.

Scope

This policy applies to all students, staff and clients of JCT.

Procedure

JCT's commitment to the principle of access and equity in vocational education and training for target groups gives practical expression to the goal of improving the knowledge, skills, and quality of life for Australians, having regard to the particular needs of target groups.

In keeping with this commitment JCT will strive to ensure that programs and services are relevant, accessible, fair and inclusive by:

- promoting programs and services to the community in a manner that includes and reflects the diverse client population, to ensure that all prospective students are well informed on the options available to meet their individual training needs;
- increasing the skills base of clients to improve their employability in line with the skills requirements of the various industries that JCT delivers training in;
- ensuring that those groups traditionally under-represented in vocational education and training have the opportunity to participate and achieve the same outcomes as other members of the community.
- Implementing fair educational program and resource allocation practices, to maximise the participation of target groups;
- facilitating access to culturally inclusive literacy and numeracy training that meets individual, community and industry needs;
- undertaking to eliminate policies, practices, structures, assumptions and behaviours which may contribute to the disadvantages suffered by under-represented groups both in employment and in education.

Legislative Obligations

JCT's Access and Equity Policy acknowledges its legal obligations under the relevant State and Territory equal opportunity laws, to ensure that our working and teaching practices are fair and equitable, and our learning environment non-discriminatory.

Roles and Responsibilities

JCT's Directors, Management, Trainers and other staff are change agents and foster the implementation of access and equity best practice by ensuring that:

- JCT's corporate goals clearly define its role in meeting the educational needs of all clients, including equity target groups;
- equal opportunity policies are in place and understood;
- barriers to participation are identified and strategies developed to overcome them;
- key staff have identified responsibility and expertise in equal opportunity matters;
- JCT's policies and procedures are non-discriminatory and inclusive;
- staff are provided with information about access and equity issues;
- students are provided with information about access and equity issues;
- levels of participation and attainment by equity target groups are monitored;
- where required, staff are informed aware of progress in the participation and outcomes for equity target groups and action plans are developed and put in place to meet any deficiencies.

Staff are responsible for ensuring that they understand and implement the policy and behave in a courteous, sensitive and non-discriminatory manner when dealing with other staff, students and other clients.

Fair treatment and equal opportunity

JCT ensures fair treatment and equal opportunity to all existing and potential students through open, fair and transparent selection procedures.

All students, regardless of background, circumstance or eligibility for funding, will be assessed for entry to study through the same published entry requirements and through the same process.

All students who are eligible for funding under government loan schemes or programs, [e.g. VET Fee Help] will be advised of this right on application or interview for entry.

Applicants will neither be advantaged nor disadvantaged by their eligibility for any loan scheme or program.

All assessment from entry to the end of the course of study will be based on merit on an individual, case to case basis.

Applicants who are refused entry to a course have the right to appeal this decision to the General Manager and then to the CEO, if the response is not satisfactory, they are entitled to ask for a written explanation as to the grounds for refusal of entry.

JCT actively promotes equity in, access to, and participation in, vocational education and training. It applies the principle of 'reasonable accommodation' in providing support for students from equity groups. This support is provided on an individual, case by case basis.

Student Selection

Students will be selected on their capacity to benefit from the nominated course. This will be done through:

General courses

- Meeting of all necessary prerequisites
- Review of previous studies and experience as submitted in the application
- Should a surplus of applicants meet the necessary standard, places will be awarded on a first come, first served basis

Learner Discipline and Corrective Action

Information on Learner discipline has been included here to ensure that a proper and acceptable standard of behaviour is applied by all.

Learner discipline also assist in maintaining the learning environment and the protecting the well-earned reputation of the organisation.

Finally, it protects our staff and visitors.

Corrective actions including meetings will always be the first approach to any issues that do arise in relation to the conduct or behaviour of an individual. This will in most instances resolve the issues at hand.

These meeting will always refer to our complaints and appeals procedures should the individual involved feel that this was a contributing factor.

All issues will be thoroughly investigated, including allowing for all affected parties to contribute. This will be conducted by management who were not directly involved in any issues that have arisen. Disciplinary Action, including cancellation of enrolment may take place for the following (and not limited to):

- Misconduct
- Arriving intoxicated or under the influence of drugs or alcohol
- Using drugs or alcohol on our premises. This includes all locations where training and/or assessment takes place and all related services.
- Disobeying or disregarding reasonable and required instructions of all staff
- Carelessness, destructive or dangerous behaviours
- Engaging in disrespectful, improper or illegal conduct
- Violence in all its forms and types including threatening behaviour

Please note: Violence and intimidation will not be tolerated and will result in cancellation of enrolments and police notification.

Our organisation has civil methods of expressing grievances. This information can be found in this handbook, on our website or by politely requesting this information from any of our staff.

Grievance Policy and Procedures

Definitions

For the purposes of this set of policies and procedures, the term ***Grievance*** may refer to:

- ***Academic Appeals*** or
- Non-academic ***Complaints***

Scope

This policy applies to all students, staff and clients of Just Careers Training (JCT).

Overview

JCT is committed to providing an effective, efficient, timely, fair and confidential grievance handling procedure for all students and staff related to both academic and non-academic matters.

Complainants are entitled to access this grievance procedure regardless of the location of the training and/or assessment at which the grievance has arisen, the complainant's place of residence or mode of study.

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

Non-academic matters include complaints in relation to personal information that the provider holds in relation to the student or staff member, enrolment, acceptance, employment, support for staff or students, and any other matters that arise.

Non-academic grievances tend to arise from events occurring at a training location or from decisions made by the organisation.

Responsibility

The General Manager will be responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation.

This policy, is given to staff at time of engagement and students at the time of enrolment, and outlines JCT's procedures for the resolution of grievances, complaints and academic appeals.

Informal Grievance Procedure

Any issues or concerns related to academic and non-academic matters, which are unable to be resolved firstly with the trainer/supervisor (where relevant), may be raised with the General Manager (preferably verbally in the first instance) who will endeavour to resolve them informally in a timely manner.

If the issue is unable to be resolved informally, the ***Formal Grievance*** procedure must be followed.

This *Informal Grievance* procedure is not mandatory for non-academic grievances and complainants may access the *Formal Grievance* procedure at any time.

Academic Grievances/Appeals either informal or formal should include:

- particulars of the assessment that is appealed against
- details of who made the assessment and the date it was returned to the client (or the result was made known)
- a copy of the Resubmission and Re-Marking details and the outcome/s (where relevant)

Formal Grievance Procedure

General principles applying to all stages of this grievance procedure which will be adhered to by Just Careers Training are:

- The complainant and respondent will have the opportunity to present their case in person at each stage of the procedure
- The complainant and the 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 the respondent will not be discriminated against or victimised
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. This will be a fair summary of the evidence provided and/or gathered and will show the manner in which the enquiry was conducted.
- 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 the respondent if requested
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in the office of the CEO or Site Manager
- A complainant shall have access to the JCT grievance procedure at no cost, however where they choose to access an external mediator (Stage Three) JCT has no control over costs.

If the complainant is not satisfied with the outcome of our internal procedure they may request that the matter be referred to an external dispute resolution process by an agency independent of JCT.

JCT are members of LEADR - Association of Dispute Resolvers (for Domestic and International students) who can be engaged to offer the complainant referral to a suitable mediator to facilitate resolution of the dispute. Complainants should be aware that there are costs associated with the use of this service. Current indicative costs are available upon request from JCT.

Contact details:

LEADR
Level 1, 13-15 Bridge Street
Sydney NSW 2000
Ph: 1800 651 650
www.leadr.com.au

Just Careers Training will give due consideration to any recommendations arising from the external mediator within ten working days.

Please refer to the flow charts in the Appendix section of this handbook.

Enrolment

Enrolment into one of our course will require that you:

- Make a booking and paying for your course through our website or by phone or over the counter only once you have understood the requirements and inclusions of the course by reading, understanding the course information and accepting all related terms and conditions.
- Complete any require enrolment forms. Some of our programs will require additional processes for enrolment.
- Provide the required identification as required by each course. The identification requirements differ between courses and some course have identification requirements set out by the governing bodies in line with legislative and/or Regulatory requirements.
- Providing us with your Unique Student Identifier (see below).

Unique Student Identifier (USI)

Overview

From 1 January 2015 all Learners undertaking Nationally Recognised Training delivered by a Registered Training Organisation will need to have a Unique Student Identifier (USI).

A USI gives Learners access to their online USI account which is made up of ten numbers and letters. It will look something like this: 3AW88YH9U5.

A USI account will contain all of a Learner's Nationally Recognised Training records and results from 1 January 2015 onwards. A Learner's results from 2015 will be available in their USI account in 2016.

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

Who needs a USI?

Learners who need a USI include:

- Learners who are enrolling in nationally recognised training for the first time;
- School Learners completing nationally recognised training; and
- Learners continuing with nationally recognised training.

A Learner who is continuing study is a Learner who has already started their course in a previous year (and not yet completed it) and will continue studying after 1 January 2015.

Once a Learner creates their USI they will be able to:

- Give their USI to each training organisation they study with;
- View and update their details in their USI account;
- Give trainings organisation permission to view their USI account;
- Give their training organisation view access to their transcript;
- Control access to their transcript;
- View online and download their training records and results

For international, overseas or offshore Learners visit www.usi.gov.au for further information.

How to get a USI

Creating a USI is free and easy for Learners to create their own USI's online at:

<https://www.usi.gov.au/students/create-your-usi>

Once you have created your USI you will need to complete the JCT Enrolment Form to provide us with a copy of your USI. You may also refer to the USI Privacy Notice on the official USI website.

Language Literacy and Numeracy

Just Careers Training is committed to supporting learners with English Language, Literacy and Numeracy (LLN) needs within our services and abilities.

LLN requirements of courses will be detailed in course information and sample texts and LLN assessments are available to ensure that you are well informed of the LLN requirements of the course as well as how we may/ may not be able to assist.

Disabilities

Training and assessment arrangements have been designed and developed to ensure that they suit our learners.

Our training and assessment programs are also designed to endure that they meet all qualification or Unit of Competency requirements.

There will however be times where our delivery or assessment methods may be changed to meet your needs while considering the requirements set out for a qualification and/or Unit of Competency.

While it is important to discuss any particular need you may have PRIOR to enrolment, you will be provided with opportunity to discuss your needs before and during your course.

Learner Support, Welfare and Guidance

In the event that learners are experiencing any difficulties with their studies we would recommend that they see their trainer, or another member of JUST CAREERS TRAINING's staff.

We will ensure that the full resources of our JUST CAREERS TRAINING are made available to ensure that our learners achieve the required level of competency in all nationally recognised qualifications.

Should a participant be experiencing any personal difficulties, they may contact the Office of Just Careers Training who will assist to the full extent of our capacity.

If the needs exceed JUST CAREERS TRAINING's support capacity, we will refer onto an appropriate external agency. While it is important to discuss any particular need you may have PRIOR to enrolment, you will be provided with opportunity to discuss your needs before and during your course.

Information about Fees and Charges

For detailed information about fees, charges, terms and conditions, please refer to our website, your Participant Information Brochure or contact us for further information.

Rescheduling fees

please refer to detailed information on our website or detailed in any written information we provide you with. For further information, please contact our office. For classroom training sessions including government funded programs additional sessions will normally be included into any set schedule for the purpose of support and catch up at no fee. Additional sessions may be scheduled and available for a fee that would have been disclosed prior to enrolment into any of our courses.

Reassessment fees

Please refer to detailed information on our website or detailed in any written information we provide you with. For further information, please contact our office. Further information of assessments, their outcomes and pathways for attaining competencies in the resources issued for the purpose of training and assessment.

Reasons for re - assessment may include;

- Not completing set tasks and questions by a set time
- Unsatisfactory response to assessments despite multiple attempts
- Attendance and disciplinary issues as detailed below
- Course expiry for completion as detailed in information provided to you

Our appeals process is detailed above for learners who feel that they may have been treated unfairly in assessment. Please refer to our website or contact us for further information.

Terms and Conditions

As with all products and services, a smooth service provision and the continuation of service offerings requires that fair and transparent terms and conditions are applied to all of our courses.

You will always be required to confirm that you have read and accepted our terms and conditions prior to enrolment. Terms and conditions for each course will be found with the course enrolment information.

Refunds and Cancellations

Where fees are paid then Just Careers Training has a fair and just refund and policy. Just Careers Training also has a policy for protection of fees paid in advance for which refunds may apply.

Enrolment fees are generally non-refundable and non-transferable once you have enrolled into our programs. Other fees paid will be subject to our refund policy and where refunds are made it will be made in the same method of payment and to the same person/organisation making the payment.

You or the person paying your fees will be issued with information about fees, charges and refunds prior to enrolment. It is important that you read and understand our policy. For further information, please contact Just Careers Training on 1300558241.

Information About Our Training Programs

The policy of Just Careers training is to fully inform and 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 website. The following is a list (may vary between courses) of information provided to our clients prior to commencement:

- Introduction to Just Careers Training and your trainer
- Course requirements including legislative and regulatory requirements and licencing requirements (if applicable).
- This Handbook
- Course outline/information brochures- i.e. qualifications and units of competency

- Training and assessment arrangements (one-one, group, self-paced, correspondence etc.)
- Schedule of training and assessment (how often for how long)
- Learning methods
- Assessment methods to be used and alternative methods
- Working closely with your trainer, supervisor and/or mentor (where applicable)
- The participant induction folder 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
- Completion of Training and issuing of certificates
- Pathways from the qualification
- Fees and charges, terms and conditions (if required)

Flexible delivery and assessment

Training and assessment arrangements have been designed and developed to ensure that they suit our learners.

Our training and assessment programs are also designed to ensure that they meet all qualification or Unit of Competency requirements.

There will however be times where our delivery or assessment methods may be changed to meet your needs while considering the requirements set out for a qualification and/or Unit of Competency.

While it is important to discuss any particular need you may have PRIOR to enrolment, you will be provided with opportunity to discuss your needs before and during your course.

- An example of flexibility in course structure may include splitting up your course into blocks or undertaking some of the learning at home.
- An example of flexibility in learning may include learning by observation and demonstration as opposed to writing.
- An example of flexibility in assessment may include using verbal assessment as opposed to writing or by gathering evidence of your current competency and previous experiences.

Again, it is important to note that while we endeavour to meet your needs this will need to be within the allowable adjustments for the course.

It is also important to note that additional services may incur fees.

Learning with Just Careers Training

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

This includes, but is not limited to the following;

- **Visual (spatial).** You prefer using pictures, images, and spatial understanding.
- **Aural (auditory-musical).** You prefer using sound and music.
- **Verbal (linguistic).** You prefer using words, both in speech and writing.
- **Physical (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 then please speak to your trainer to explore the options that may be utilised in your experience at Just Careers Training.

Just Careers Training offers online content for some of our courses. The number of courses available online will increase in the future, once again increasing our flexibility in meeting all of our clients' needs.

Learners will be provided with the learning resources for our programs. These learning resources have either been developed by Just Careers Training or adapted from reputable training industry specialists.

Learners completing their training that relates to their workplace will also have access to and should utilize the following sources of learning and information;

- Other Learning Booklets relating to the Unit(s) of Competency
- The allocated trainer
- Their present and current work experience
- Their work environment
- Assistance from their supervisor, training partner or manager
- Support from any allocated or suggested Mentor (if applicable)
- Internet
- Industry publications
- Colleagues
- Handouts from trainers.

Learners who are unemployed or completing a program in an industry other than that one they are actively involved in will require to have access to and should utilise the following sources of learning and information;

- Other Learning Booklets relating to the Unit(s) of Competency
- The allocated trainer
- Their present and current work experience (or work placement)

- The classroom environment and related activities
- Support from the Host employer and staff at their host employer (if applicable)
- Internet
- Industry publications
- Colleagues
- Handouts from trainers

The trainers' role is pivotal in the learning experience and learners should take advantage of their intimate knowledge of the industry in which they train and their expertise in training and assessment.

Learners will be issued with the contact details of their allocated trainer and if they do not have these details then they should contact the office of Just Careers Training.

Assessment

Just Careers Training is a Registered Training Organisation that is approved to train, assess and issue qualifications that are on its scope of registration. The qualifications we offer are listed in the beginning of this handbook and further information can be found below.

In order to be issued with a certificate for a qualification and/or a Statement of Attainment then learners must be assessed against criteria that have been set out in documents called Training Packages. At times, assessments are also set by the relevant governing body.

Training Packages are documents that have been created by industry for industry. They encourage training at work or in simulated environments and provide the pathway for developing and or assessing competency.

A unit of competency specifies the knowledge and skills, and the application of that knowledge and skills, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and recognised.

Depending on current and previous experiences and training; the method in which learners can gain their qualification and/or Statement of Attainment will differ. Typically, assessment methods may include (will depend on the course):

- Written answers to a set of questions
- Multiple choice quizzes
- Tasks and/or Reports
- Role plays and/or scenario based activities
- Observation and demonstration of tasks in both the workplace and simulated environments
- Third Party and/or Supervisor Verification
- Evidence Portfolios

Credit Transfer

Just Careers Training recognises all AQF/VET qualifications and VET units of Competency issued by Registered Training Organisations. Learners who have completed prior training programs that are Nationally Recognised recently may apply for Credit Transfer.

The assessor will examine the details of the qualifications and/or certificates and if they are deemed equivalent to one or more of the Units of Competency then this may mean that the training and assessment program may be reduced.

Should learners feel that they have completed formal training in the past that may be equivalent to some or part of the program they are enrolled in, then learners should speak to their assessor or contact the office of Just Careers Training for an “Application for Credit Transfer” Form.

Where codes and titles of qualifications and or units of competency differ, then please refer to the RPL information below.

While we recognise Statements of Attainments and qualifications issued in Australia under the Australian Qualifications Framework, due to the differences between states and territories, a Statement of Attainment issued in one state will not necessarily result in the same licence outcome in another state.

In this case we will make every effort to consider your qualifications and Statements of attainments when devising a training and assessment plan that will allow you to meet your licencing and development needs.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning as discussed with you at your induction to the program is **an assessment option** available at any time when you or your assessor believes that you have the prior learning and/or experience to gain the unit of competency without the need for learning and the usual assessments. Your RPL application will result in one of three results;

1. **Unit Awarded** – this means that the evidence submitted meets the rules of evidence (as described under Assessments below) and no further training or assessment is required for this unit
2. **Further Evidence Required** – here you will be requested to search or consider other evidence that may be submitted in order for the unit to be awarded. The evidence may be provided by you or created by way of some assessments that the assessor will conduct.
3. **Further Training Required** - this result means that the assessor feels that you do not have enough evidence and that further training is required before you should attempt assessment.

As with all our assessments you may be granted three attempts at assessment before the result will be finally recorded as Further Training Required and this may attract further fees (depends on who paid for your program – this person will be aware of this fee). Our appeals process is detailed in this Handbook. Further guidance and information can be found in the document titled ***Guidelines for Applicants Seeking to***

Apply for RPL which you will be issued with should you wish to attempt to gain a Unit of Competency or qualification by RPL.

RPL application instructions

The instructions below only apply if you are attempting a unit(s) by RPL.

- **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.

Some courses will require “Refresher” or “Recertification” periodically. Where this is the case then we will always provide the simplest pathway to meeting your requirements.

When should I complete my assessments?

Your training and assessment will be discussed with you at your induction and all your questions will be answered. Also, you will always have access to your trainer/assessor and the office of Just Careers Training for support.

You will be assessed in more than one way. Some of these assessments will be due and will be conducted earlier than others. This way you can build the evidence required for this Unit.

Generally;

Written/ Oral questions/ Multiple choice questions: our assessor will expect you to complete the questions (or prepare to answer them verbally) during your class or prior to your next scheduled class or prior to a due date. You should note this date and have your answers ready for your assessor. Please contact your assessor if you cannot complete the questions by the set date, you feel that the questions are not fair, or you simply need further assistance. Where your assessor does not observe you completing questions or tasks then the assessor will need to establish the authenticity of your work. This may be accomplished by way of verbal questioning, interviews and alternate assessments.

Tasks, Reports and Projects: The tasks may be conducted in the classroom or they may be set for your next appointment or the set Due Date. Where indicated in the “Due Date” then you should also have these completed. Again if you do not understand this assessment or would like to discuss other options then please contact your assessor. Where your assessor does not observe you completing questions or tasks then the assessor will need to establish the authenticity of your work. This may be accomplished by way of verbal questioning, interviews and alternate assessments.

Role Play / Scenario: after discussing this with your assessor, you should familiarize yourself with any Scenarios/Role Plays in this mode. Your assessor will tell you when he/she will require you to provide answers in relation to any Scenario based questions and/or when you may be required to participate in a Role Play so that you may prepare if required.

Evidence Portfolio: Your assessor will discuss with you the evidence required for competency prior to the commencement for the unit. If you are working or have recent work experiences, then this evidence may already exist in your workplace or can be arranged by “digging” into your recent past work and learning experience.

Otherwise the evidence will be “created” by way of assessments and/or activities. Your assessor will instruct you to “gather” this evidence by an agreed time to ensure that the time spent with your assessor is efficient and productive.

Demonstration/Observation: Your assessor will observe your performance during your learning and during assessments. The assessor is required to collect the evidence of your competency.

Supervisor/3rd Party: Your current or previous skills and abilities are carefully considered and where possible may be used to demonstrate your skills and knowledge. You should familiarise yourself with the documents used for this purpose so that you may participate in this assessment in an efficient way. Any contribution by a third party will need to be verified in order to be considered as evidence.

RPL: Please read the Guide that will be issued to you should agree that you may have a reasonable chance of gaining the Unit by RPL.

Other: Every program differs in the way that we will assess learners, but we always try to choose the simplest way that meets industry needs and the rules of the qualification.

How the assessments will be marked?

Your assessor will collect your “Evidence” and ensure that the evidence provided is valid, sufficient, authentic and current. Evidence will be created as a result of assessment activities or gathered and presented as described above.

“Valid” – this means that the evidence meets the skills and knowledge required for this unit of competency

“Sufficient” – this is similar, but here it refers to having enough evidence to meet the required competencies

“Authentic” – the evidence collected must be shown to be of your own work

“Current” – evidence collected may be from work you may have done in the past. Here your assessor will be looking to collect evidence that is not “too old!”

How will I be marked for each method of assessment (questions, tasks, etc.)?

Your assessor will mark ***each part*** of the Assessments and for each part the result will be;

“Satisfactory” or “Not Satisfactory”

A satisfactory marking for an assessment means that your responses will make a significant contribution towards the overall evidence requirements for a Unit of Competency / Module or entire qualification.

You will be provided feedback for each method of assessment. If you are marked as Not Satisfactory then your assessor will inform you about what you can do to get a satisfactory marking on that particular assessment. This may involve setting another date for reassessment or setting another assessment. Your assessor will provide you with this information.

How can I attain the Unit of Competency?

Results for the unit(s) undertaken will be;

“Competent” or “Not yet Competent”

For you to be awarded a result of “Competent” for a Unit of Competency then you will need to achieve satisfactory results in each part of the assessments that are used to collect this evidence.

That is;

“Satisfactory” results in each part of the overall assessment will result of “Competent” for the unit

If the final result of all assessments is that you are “Not Yet Competent” for the unit(s), then your assessor will outline the options and pathways available for you to attain the unit of competency.

There are rules as to how many times you may attempt an assessment. For example - you may be allowed to attempt each assessment three times after which discussions will have to take place with you and/or your employer as re-assessment or further training followed by assessment may attract fees (depends on who paid for your program – this person will be aware of this fee). Please refer to the instructions for your course before each assessment.

Once you attain a unit then you are entitled to a Statement of Attainment for the unit should you not complete all the units required for a qualification. Otherwise this unit will be included in your transcript and certificate for the qualification.

Our appeals process is detailed on the next page, at the end of this Handbook and in the Participant Information Brochure you have been issued.

Issuing of Qualifications, Skill Sets and Units of Competency

Training and Assessment that is provided by Just Careers training is Nationally Recognised and therefore qualifications are issued according to the Australian Qualifications Framework.

Just Careers Training only issues AQF qualifications and statements of attainment that is within its scope of registration and is showing on the National Register at www.training.gov.au

Where learners are found competent in the unit(s) required for the qualification as detailed in the relevant Training Package then a qualification will be issued to the participant within 14 days of completion.

Learners will also be issued with a transcript showing the units of competency that made up the qualification.

Where a participant completes training and assessment with Just Careers Training without acquiring the units required to for a full qualification then a Statement of Attainment may be issued on request.

Licence, Tickets and Certificates

Learners who undertake training and assessment for the purpose of attaining a Licence, ticket or a certificate authorised by a governing body will need to ensure that they understand the requirements for the attainment of such.

This may include paying external or third parties card and application fees as well as completing applications within strict time limits.

Information required for successful completion of courses and attainment of Licence, ticket or a certificate authorised by a governing body will be provided with sufficient information on this process prior to and during the course. This information may also be provided again after the completion of the required training and assessment.

Appendix A - Complaints and Appeals Flow Chart

Complaint - Where a learner is raises an issue with an aspect of the service received

Appeal - Where a learner disagrees with the outcome of a decision made

Complaints

Complaint made to the office of Just Careers Training. Complaint may be verbal or in writing (we will always write it down for our procedures)

The following procedure will be applied:

1. Customer service staff handling/ receiving the complaint will attempt to resolve the complaint at the time of receiving the complaint
2. If the learner is unsatisfied then this is referred to the General Manager immediately via electronic form developed for this purpose and learner advised that the complaint will be handled within 72 hours.
3. Manager will acknowledge complaint within 72 hours of receiving complaint and acknowledge the complaint in writing
4. Manager will investigate and record outcomes
5. Manager may contact complainant and /or any other party involved and inform as to the estimated timeframe expected for action to proceed.
6. Manager will determine outcome of complaint and notify all parties of the outcome (within 14 days) in writing.
7. All parties will have an opportunity to respond to the outcome (within 72 hours)

Complaint closed OR

Complainant advised of options including:

- Third party arbitration (internal and/or external arbitration service)

Complaint closed

Appeals

An Appeal is made to the assessor (or the person making an authorised decision). Appeal may be verbal or in writing (we will always write it down for our procedures)

Learners have 14 days after a given decision to make an appeal. The following procedure will be applied:

1. Decision maker will review their decision within 2-5 business days of receiving appeal information - this involves the Site Manager asking the assessor to review their decision
2. Assessor to record their outcome in an email to Site Manager
3. Appellant is notified of outcome in writing
4. If Appellant unsatisfied, Manager notified by way of electronic appeal form
5. Alternative authorised decision maker to review the decision a trainer/assessor not involved in the original decision will validate the decision as per validation policy and procedure
6. Manager will notify the appellant of the outcome (within 14 days)
7. Appellant will have an opportunity to respond to the outcome (within 72 hours)

Appeal closed OR

Appeal continues with

8. General Manager provides appellant with details of options available if they still disagree with a decision including

- Other third party arbitration (internal and/or external arbitration service)

Appeal closed