



# Student Handbook

## 2022

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## **GLOSSARY OF TERMS**

### **Student:**

People enrolled in forms of training – accredited or non-accredited training programs, short courses, recognition or assessment only pathways.

### **Trainee:**

Students enrolled in a program work-based training called a traineeship. Trainees are indentured or contracted with their employer and the NSW Department of Education for the period of the traineeship. Specific information is provided for trainees and employers prior to enrolment. People interested in traineeships can request further information from JobQuest or [Training Services NSW](#).

### **Vocational Education and Training [VET]:**

This is the tertiary education system made up of public [TAFE] and private organisations that deliver training services that are linked to qualifications in particular industries. For example: A Certificate III is a qualification aimed at persons working at a service delivery level. Certificate IV is the level above [eg: supervisors] followed by the Diploma level [eg: managers].

These qualifications are nationally recognised. This means that if a student has gained a Certificate III in Victoria and they go to work in New South Wales the certificate is the same as one a person studying in New South Wales would get and must be recognised as such.

### **Accredited Training or Nationally Recognised Training:**

Australia has a national training system based on industry performance standards. These are documented as Competencies or Units of Competency and are packaged for various industries in a Training Package.

### **Registered Training Organisation - RTO:**

All organisations that deliver training services in the VET sector must be registered, checked by the government accrediting body – the Australian Skills Quality Authority [ASQA] and are referred to as a Registered Training Organisation or RTO. Only an RTO can issue a nationally recognised qualification.

### **Competence:**

Competence is the ability of a person to do something well and is measured against an expected standard.

In the vocational education and training system a person is said to be competent when they have the required skills and knowledge and can apply these in such a way that they can demonstrate their ability to do a particular task or job as described by industry performance standards. These industry performance standards are referred to as Competencies or Units of Competency. Groups of these units make up each nationally recognised qualification.

Each Unit of Competency is divided into a set of key elements or activities and each of these elements is further broken down into a set of performance criteria. This gives everyone involved in the process – the trainer, the assessor and in some cases the student, a clear description of the expected skills and knowledge that need to be attained.

Qualifications often have compulsory or core units [those which must be done] and elective units [a set of units from which the student can choose]. The number of units and the core and elective units are all set down in the industry Training Package. The RTO can choose which elective Units of Competency it offers students.

Students, trainees and their employers are given detailed information about the units available prior to the completion of the student's Training Plan.

Students may be enrolled in training programs that are designed to deliver qualifications or specific skills aligned with one or more units from a qualification. Students are also given detailed information about the Units of Competency required for the qualification they are seeking.

**Assessment and Recognition of Prior Learning:**

Assessment is the process whereby a student demonstrates that they have the skills and knowledge and can apply these to meet the industry standard – the Unit of Competency.

An assessor collects evidence and makes a judgement based on the evidence collected that a student meets the knowledge and skills requirements of a particular Unit of Competency.

**Recognition of Prior Learning [RPL]:**

This is an assessment process that recognises the skills and knowledge that a student may already have from previous training, life experiences [such as volunteer work] or work experiences.

RPL is just a way of assessing that is used when a student believes that they already have some of the required skills. It may enable a student to speed up the process of completing a qualification if they so choose.

A student's ability to acquire and present evidence of their abilities, and the assessor's ability to relate and match evidence against the requirements of a Unit of Competency is the key to a successful RPL assessment.

**Evidence:**

An assessor is required to collect evidence that proves that a student has the required level of competence. Once enough evidence has been collected the assessor can make a decision of competence and the student can gain the required unit of competency and eventually his or her qualification when all units are achieved.

A person undertaking RPL is required to provide such evidence to their assessor although it might be different evidence to what is collected for a student from a classroom or on-line teaching situation or a student in a work-based situation.

## INTRODUCTION

Participation in training is a way to build work skills, keep skills up to date and remain competitive in the workforce. JobQuest is a Registered Training Organisation offering a range of training programs many of which are nationally recognised.

### Nationally Recognised Qualifications

Certificate I in Workplace Skills	BSB10120
Certificate II in Workplace Skills	BSB20120
Certificate I in Access to Vocational Pathways	FSK10119
Certificate I in Skills for Vocational Pathways	FSK10219
Certificate II in Skills for Work and Vocational Pathways	FSK20119
Certificate III in Business	BSB30120
Certificate II in Community Services	CHC22015
Certificate III in Community Services	CHC32015

### Nationally Recognised Units of Competency

Develop and use a personal budget	FNSFLT211
Complete personal details on extremely simple and short workplace forms	FSKWTG001
Implement Falls prevention strategies	CHCAGE002
Develop and use a savings plan	FNSFLT212
Provide cardiopulmonary resuscitation	HLTAID009
Provide first aid	HLTAID011
Comply with infection prevention and control policies and procedures	HLTINFCOV001
Use hygienic practices for food safety	SITXFSA001

### Training Programs with Licensing Requirements

FIRST AID	To comply with Safe Work NSW requirements
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## ENROLMENT AND INDUCTION

An enrolment and induction process is provided to all students entering training. An introductory interview may be held with an interested applicant to discuss entry requirements and enrolment procedures. Once an applicant has a full understanding of the training program and any pre-requisites or requirements to enter a program are established, the enrolment may continue to the next phase.

### **Enrolment requires clear and accurate completion of the relevant enrolment documentation.**

Information collected at enrolment is kept safe and confidential in accordance with our privacy protection systems. Detailed information about this is also provided in this booklet.

All students must provide a UNIQUE STUDENT IDENTIFIER [USI] number at enrolment for any training program that is nationally-recognised or accredited. Further information about the USI and obtaining a USI is provided in this booklet.

Staff are available to assist students in completing enrolment documentation and obtaining a USI if required.

At induction students will receive information on their training program and other areas such as:

- JobQuest's Code of Practice and training delivery methods;
- Advice regarding applying for Recognition of Prior Learning (RPL) or Credit Transfer;
- Completion of a training plan; including support required;
- Information about the qualification and the units of competency to be undertaken; and
- Opportunities for early completion of studies.

The induction program may also go through this booklet to ensure that all of the contents, particularly in relation to rights and responsibilities are clearly understood.

## Student Selection

Students will be individually assessed on their eligibility and suitability for the training program being provided. Selection will comply with equal opportunity legislation and individuals will not be denied access to services through discriminatory practices. Programs in high demand will be filled on a "first in" basis based on eligibility and accurate completion of enrolment documentation.

We are, however, required under the National Vocational Education and Training Quality Framework, not to enroll students who we believe do not have the capacity to successfully complete a specific program.

To this end students may have to provide additional information or undertake testing to properly and fairly assess this capacity.

Complaints procedures are in place to ensure any concerns raised during student selection are dealt with immediately and appropriately in line with equal opportunity principles.



## GENERAL TRAINING INFORMATION

### Duration

The duration of the training varies depending upon the needs of the student and the type of training program. Students may have existing skills and experience or have undertaken some aspects of the training in previous studies or employment, prior to commencement of a training program.

Any Credit Transfer and Recognition of Prior Learning described below can shorten the duration of a program.

The training program duration and a student's expected completion date will be discussed and agreed at commencement. Additional fees may apply should the student need to extend their training beyond the agreed completion date.

### Credit Transfer and Mutual Recognition

Every RTO must recognise and accept Certificates for qualifications and Statements of Attainment issued by any other RTO. JobQuest recognises these educational records issued by any other RTO provided that a copy of the Certificate or Statement of Attainment is provided or the original is sighted and copied by JobQuest. We will also verify any certificate provided with the issuing RTO.

When a student enrolls in a program, they may be able to gain Credit Transfer for units of competency already completed in previous training programs with JobQuest or any other RTO. This will mean they do not need to complete units they have already achieved. Sometimes units change and older versions may not be equivalent or the same as current ones. This will be discussed with you when your existing certificate is checked.

### Recognition of Prior Learning [RPL]

JobQuest also recognises prior and current competencies regardless of how they were gained. RPL is the process of gathering evidence and making judgment in terms of the requirements of Units of Competency.

The definition of other learning includes, but is not limited to:

- Learning acquired in paid work and learning acquired in unpaid or voluntary work;
- Learning acquired arising from self directed study;
- Learning from programs run by educational institutions, accredited and non-accredited; and
- Learning from work-based training programs.

All students will be offered the opportunity to seek RPL at enrolment and they can also request an RPL assessment at any point during the program. The following RPL procedures are in place:

- Students will submit an RPL application form which will include a story of practice, a current resume and certified copies of certificates or other documentation for any formal training completed;
- Certificates and other educational awards may need to be verified;

- Following an initial review of the application, the assessor will conduct an interview with the student and identify any further evidence required.
- A timeframe for the completion of the RPL process will be agreed upon;
- Evidence may include 3rd party reports, demonstration of skill or samples of work;
- The assessor will then review the evidence and report on any gaps;
- If there are any gaps, further evidence will be submitted by the student and the assessment process finalised; and
- The student will be notified of the result of the RPL application and if necessary provided with information about any further training required.

## Language, Literacy and Numeracy Assessment

Where selection for a training program requires a particular level of literacy, numeracy or other entry skills, an assessment may need to be undertaken. This initial assessment is designed to be a non-threatening experience.

A JobQuest trainer who has special skills in this area will conduct this assessment. The assessment will help to establish entry to a training program and will help identify where special training and support resources can be used during the program.

All JobQuest trainers are required to have the Unit of Competency - TAELLN411 *Address adult language, literacy and numeracy skills*.

Information on language, literacy and numeracy support can also be accessed by contacting the Reading Writing Hotline on 1300 655 506 or the Australian Council for Adult Literacy at <http://www.acal.edu.au>.

## Further Specialist Testing for Entry to Industry Requirements

Where there are essential requirements needing more specific testing, applicants for such programs will be required to undertake specific assessments and these will be arranged, at a mutually agreeable time where possible.

For Australian residents and those who have English as a second language and/or who are moving into high-risk training areas the state training authority specifies assessment must be conducted using a particular assessment program. These assessments will be arranged by JobQuest with the assessment being conducted by a specialist approved provider. Where a fee is levied for this compulsory testing, who pays for the fee [student or employer] needs to be determined before the testing takes place.

## Completing a Training Program

When a student has successfully completed their training program, they will be issued with the appropriate educational award for the program. This may be a full qualification Certificate if they have achieved all of the required Units of Competency or a Statement of Attainment if they have only achieved some of the units.

For some programs a Certificate of Attendance may be issued.

Students who complete their qualification under a Traineeship will receive a separate Certificate of Proficiency from the NSW Department of Education - Training Services NSW.

Students who require the re-issue of an educational award can contact our Training Services staff. Students must be able to provide proof of identity and fees may apply.

## Withdrawing from a Training Program

It is very important for students to inform the trainer quickly if they want to cancel or withdraw from a training program after they have enrolled.

This is particularly important if a contract to undertake a Traineeship has been signed. There are documents to submit to the relevant government agencies.

Once notification of withdrawal is received, JobQuest will issue information about progress, including a Statement of Attainment for any units successfully completed.

Students undertaking subsidised training under the NSW Smart & Skilled program need to also refer to Part 4 of this document – SMART & SKILLED ADDITIONAL INFORMATION.

## **FEES AND CHARGES**

### Paying Fees and Charges

Most students enrolling in training programs are required to pay fees. Some fee exemptions exist for some individuals and some types of training programs.

JobQuest fees and charges vary according to the type of training being undertaken such as:

- JobQuest Fee for Service Training; and
- Smart and Skilled - NSW Government Subsidised Training which includes Traineeships.

As fees are subject to change, they are provided for students and potential students in separate FEE SCHEDULES. These can be accessed from the JobQuest website, emailed or a printed copy provided on request.

Additional fees may apply if a student needs to:

- Extend training beyond the agreed completion date;
- Make more than 2 attempts to complete the assessment of a unit of competency;
- Access additional tutorial support or workplace visits from the trainer over and above what has been agreed to in the Training Plan;
- Have an educational award or transcript reissued; or
- Have additional specialised equipment to complete the training program [for example hard copy textbook when the learning materials are online].

Students will only be able to commence training programs once all enrolment documentation is accurately completed and applicable commencement fees have been paid in full. Fees can be paid in installments for some training programs – see Payment Schedule below.

All applicable fees and charges must be paid prior to training program completion. Certificates or other educational awards will not be released until all fees and charges have been paid.

All JobQuest fees and charges are subject to change.

All NSW subsidised Smart and Skilled [SAS] Student Fees are subject to change by the NSW Department of Education - Training Services NSW. Under SAS students need to pay the fee that applies in the year that training has commenced. Fee changes for subsequent years will only apply to new qualification enrolments.

## Refunds

JobQuest will make refunds in the following circumstances upon written request to the RTO Manager:

- Overpayment of fee or charge;
- The training program is cancelled by JobQuest and the enrolment cannot be transferred to another JobQuest training program or study period; or
- The student advises JobQuest in writing, prior to the training commencement that they are withdrawing and returns all training materials previously issued complete, intact and unused.

If a student does not complete a Smart and Skilled [SAS] subsidised full qualification training program at a certain level but has completed all the requirements of a full qualification at a lower level [with lower-level fees], JobQuest will refund the difference in line with the SAS Operating Guidelines.

Administration, enrolment and additional fees and charges are not refundable.

## Protection of Fees Paid in Advance

Fees paid in advance are those fees collected prior to training program commencement. JobQuest will not collect fees in advance in excess of \$1,000.

## Financial Hardship

JobQuest has a financial assistance service for those students who are experiencing financial hardship. If students are unable to pay the fees, they should contact the VET Manager at JobQuest who will provide further information about this service.

## Recovering Outstanding Fees

Payment of fees and charges by the due date is a condition of enrolment. Failure to pay all fees owing may result in:

- Cancellation of enrolment; and/or
- Withholding of results, educational awards or certificates.

If a student fails to pay any fees owing, we will contact a student to discuss why this has occurred and agree to resolve any dispute a student may have as per the section Feedback, Complaints and Appeals.

Students may be provided with a limited extended time arrangement and/or a payment plan in order to pay the debt.

If a student does not comply with any debt payment arrangement or plan negotiated with JobQuest, the debt may be handed to a collection agency. If this occurs, the student will also need to pay the collection agency fee.

## Payment Schedule

Fees can be paid in installments as shown in this table for all types of training.

Fee Payment Schedule			
Fee payable	No of payments	Commencement	Completion (prior to issue of certificate or SOA)
Less than \$1,000	1	100%	Any balance outstanding
More than \$1,000	2	\$1,000	Any balance outstanding

Applications for payment plans can also be made by contacting the RTO Manager.

## NSW Government Subsidised Training - Smart and Skilled

When a student enrolls in a NSW government-subsidised training program under Smart and Skilled they are required to pay a qualification fee unless they qualify for a fee exemption or fee concession.

Fee Information specific to a Smart and Skilled subsidised training program will be provided upon completion of the Smart and Skilled Notification of Enrolment Process as the NSW Department of Education - Training Services NSW sets the fees for individual students.

All Smart and Skilled Student Fees are subject to change by Training Services NSW.

For some government subsidised training programs where fees are charged, students may be eligible for an exemption or concession as follows:

- Aboriginal or Torres Strait Islander or have a disability and can meet the exemption criteria;
- Dependent spouses /children of eligible beneficiaries and students with a disability not eligible under any other category may also be eligible for concession;
- Receipt of some specified Commonwealth benefit or allowances and can provide satisfactory evidence; or
- Qualify for a fee-free scholarship.

Fees will be adjusted to reflect any RPL or Credit Transfer granted and, if necessary, refunds will be made

**Additional information is available:**

On the JobQuest website : [www.jobquest.org.au](http://www.jobquest.org.au)

In the JobQuest Smart and Skilled Fee Schedule

On the SAS website: <https://smartandskilled.nsw.gov.au/>; or

By calling Smart and Skilled NSW on **1300 772 104**

**STUDENT SUPPORT & WELFARE**

Student Support

Training programs will be available to all eligible students regardless of race, gender, religion, age, marital status, physical or intellectual impairment or <sup>1</sup>LGBTQI status.

Support mechanisms are available to support students and the supervisors and employers of work-based trainees.

Sexual harassment is not tolerated in any JobQuest workplace or training environment. JobQuest provides professional development to staff, aimed at addressing this and other potentially discriminatory behaviours.

Staff and students are bound by a range of laws called legislation. These can be found at <http://www.legislation.nsw.gov.au/>. A summary of relevant legislation is also listed in Part 3 of this booklet.

Seeking Assistance

All JobQuest trainers will make themselves available to assist students who require support or have issues that are impacting on their studies. Students should contact their trainer by phone or email to discuss any issues or concerns as quickly as they can to prevent any escalation.

Work-based students may also require interaction with their supervisors or managers to occur to resolve issues. Trainers may also liaise between the student and external organisations such as Training Services NSW and the Australian Apprenticeship Support Network.

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<sup>1</sup> Lesbian, Gay, Bi-sexual, Transgender, Queer, Inter-sex

Student support services may include providing assistance with recognition of prior learning, facilitating the completion of training, organising an extension of training or cancelling a traineeship contract, referral to an external agency for support

JobQuest will also assist students to access services provided to assist with disputes and conflict resolution.

Student support may also include such allowable adjustments as sign interpreters for hearing impaired students or assistance with note taking for visually impaired students.

Details of how to access the support are provided in the table below. Where JobQuest cannot provide specific support for students they will be assisted with appropriate referrals to other agencies.

Support Service	How to access
Career Advice	Speak to the trainer
Student Administration Support	Speak to the trainer or to the Training Services administration staff
Support in relation to language, literacy and numeracy	Speak to the trainer
Support in relation to using technology and communication devices	
Support for people who are of ATSI background	
Support for people with a culturally and linguistically diverse background	
Support for people with a disability	
Support with recognition of prior learning or credit transfer	
Assistance with solving a problem or making a complaint	Speak to the trainer or contact the VET Manager or the Compliance Manager

To contact the Consumer Protection Officer and Student Welfare & Equity Officer **Farrina Diogo**

Call 4960 9024 or email [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

## Welfare and Guidance Services

JobQuest endeavours to provide welfare and guidance to all students. All trainers will also work with students to identify any special needs that may exist and provide support and advice on how to address these needs and, where required, direct students to relevant support networks and provide advice on how to access these external support networks including access to external tutors, counselling services and welfare agencies such as Lifeline, drug and alcohol counselling, gambling and general counselling service, emergency accommodation services, language course providers, and specialised literacy and numeracy education providers.

All training personnel are committed to respecting the privacy of the student and keep in confidence any personal information divulged by the student in the course of the training.

JobQuest VET Manager is also JobQuest Student Welfare and Equity Office.

Information on welfare and support agencies is also available.

To contact the Student Welfare & Equity Officer **Farrina Diogo**

Call 4960 9024 or email [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

## Student Responsibilities

Students undertaking training programs have certain responsibilities they are required to meet in order to remain enrolled: These are to:

- Attend training sessions and undertake learning tasks in order to be able to progress through the program;
- Advise the trainer of any difficulties, issues or concerns as soon as possible so they can be resolved;
- Remain in contact with the trainer and report progress as required;
- Adhere to any rules in place at any training venue or workplace;
- Refrain from using mobile phones for any personal purpose while engaged in training [unless instructed to do so for the purpose of an activity];
- Treat other students, the trainer, guest speakers, workplace supervisors, administration staff and other people involved in the training program with respect and courtesy at all times;
- Advise JobQuest or the trainer of inability to attend sessions, interviews or activities in a timely manner;
- Complete the assessment tasks and activities as required;
- Seek assistance from the trainer or assessor in completing assessment tasks and activities if required;
- Provide feedback to the trainer, assessor and to JobQuest on any element of the training program; and



- Refrain from any dysfunctional or disruptive behaviour such as-
  - Continuous interruptions of the trainer delivering a session or a guest speaker;
  - Smoking in non-smoking areas;
  - Using of offensive language;
  - Bullying, sexual harassment, vilification/ victimisation of others;
  - Acting in an unsafe manner or failing to follow instructions at a workplace or training venue; and
  - Violence or threatening violence.

If the training program is work based - seek feedback from the workplace supervisor on progress and discuss any concerns with the trainer and or employer;

Students are asked to sign a Code of Conduct at the beginning of each program so they are well aware of the responsibilities and the action that may be taken should a situation



## **PART 2**

## **JOBQUEST TRAINING SERVICES**

### **Training & Assessment Services**

JobQuest has been providing nationally recognised or accredited training programs for over 20 years.

Like all Registered Training Organisations [RTO] in Australia, JobQuest must operate within the Vocational Education and Training Quality Framework set out in the Standards for Registered Training Organisations and is responsible for ensuring that our RTO operations comply with these standards at all times.

All training provided is competency based which is a method of training that acknowledges and links to the skills and knowledge required to perform competently in the workplace. It focuses on the outcomes of the training rather than the length of the time served in a training program.

Most training provided is linked to nationally recognised qualifications or statement of attainment under the Australian Qualifications Framework [AQF]. The AQF is the national policy for regulated qualifications in Australian education and training. As your RTO JobQuest is responsible for issuing qualifications.

The AQF sets out the various levels for qualifications within both the vocational and tertiary education sectors. This is reflected in the qualification description on the certificate, for example Certificate II, Certificate III, Certificate IV, Diploma etc. These levels have descriptors which indicate the general expectations for a worker at these levels. This enables a student to know if the level of qualification they are enrolling in is appropriate for their existing job role or for a future job role. The level descriptors are available from: <http://www.aqf.edu.au>.

## Nationally Recognised Training

Nationally recognised or accredited qualifications form part of the Australia-wide vocational education and training system made up of industry developed Units of Competency which are grouped into qualifications at different levels in line with the AQF [described above].

This means that the knowledge and skills of training programs are occupationally based, industry-wide and consistent across all of Australia.

## Delivery of Training Programs

Training programs are delivered in various modes. These are predominately work – based, classroom or mixed mode. Mixed mode involves a combination of modes and sometimes includes access to on-line learning materials.

A qualified trainer is assigned to each class or student and is responsible for:

- Preparing a training plan for a student or class [if required];
- Issuing learning materials and facilitating learning;
- Delivering face to face classroom sessions [if required];
- Meeting with students in their workplace [if required];
- Coaching students to enhance learning;
- Providing additional resources [if required];
- Providing welfare guidance to students in need; and
- Corresponding with students by the most effective means – phone, email etc.

Where students are work-based:

- Liaising with supervisors of students and when required, the employers; and
- Ensuring work-based tasks are completed that support the required learning.

At JobQuest trainers may also be assessors and in this role, are responsible for:

- Conducting assessment events and marking student’s assessment work;
- Collecting evidence of the student’s performance;
- Providing feedback on the student’s performance; and
- Keeping records to enable students to progress through their training program and receive a Certificate or Statement of Attainment.

The trainer will prepare a training plan with students to help plan progress to achieving goals. Training Plans are compulsory for all full qualification training programs.

## Assessment of Skills

Assessment is the process by which a student's performance is measured against an expected standard. This process enables an assessor to make a decision that a student has met the requirements to be deemed competent for a Unit of Competency.

Assessment is also used to give feedback on progress and allow training to be tailored to specific needs.

How assessment takes place is flexible and assessment events may include but not be limited to:

- Observation of activities in the workplace or in a simulated work environment;
- Completion by the student of activities on-line or as an assignment or questionnaire;
- Completion of a project with a specific outcome, based on a range of tasks;
- Involving the assessor observing specific practical skills and/or asking questions;
- Involving a workplace supervisor providing a report on performance; and
- Collecting and presenting examples of work completed [products].

Only when sufficient evidence can be produced by the student to demonstrate that they meet the requirements of a Unit of Competency, can the assessor "sign off" that a unit has been completed.

Therefore, students must comply with the assessment requirements of any training program if they wish to receive a Certificate or a Statement of Attainment.

## Certificates and Other Educational Awards

On the successful completion of a nationally recognised training program, JobQuest will issue either a Certificate for a qualification or a Statement of Attainment. The nationally recognised training logo on the certificate indicates the qualification or statement is recognised throughout Australia.

A Certificate is issued when all of the requirements for a qualification have been met.

A Statement of Attainment is issued when only part of the requirements for a qualification have been met.

A Statement of Attendance is issued, if requested, when a student attends a training program but does not complete the assessment requirements. These will only be issued when all of the attendance requirements have been met.

## Flexible Learning & Assessment

JobQuest trainers are committed to offering flexible learning and assessment methods that best suit the needs of the student. These may take into account any barriers to learning or special needs that arise as the result of a specific disadvantage or physical or mental disability. As well as the Student Support, Welfare and Guidance Services described above, JobQuest can organise additional visits to assist work-based students who have been assessed as needing additional support.

## Qualified and Professional Staff

JobQuest services are offered by qualified staff who are expected to take into account the diversity of student backgrounds. These may include cultural diversity such as being from a non-English speaking background, Aboriginal or Torres Strait Islanders, LGBTQI, people with disabilities, limited previous education, learning difficulties and other elements that may make them vulnerable or disadvantaged or create barriers to learning.

Staff will be professional and supportive at all times in their approaches to students, competent in the functions they perform, up to date with industry best practice and open to new and innovative ideas to assist the learning and assessment of students.

JobQuest staff are required to undergo a Criminal Record Check at their commencement of their employment, to ensure our students are protected. Those working with people under the age of 18 are also required to have a Working with Children Check.

## Trainer and Assessor Responsibilities

Trainers and assessors also have responsibilities and expectations that demonstrate their professionalism. These are to:

- Establish a good working relationship with their students and all other people involved in the training and treat students and others fairly and with respect at all times;
- Follow the JobQuest Code of Practice for Training and Assessment Services;
- Follow the relevant policies and procedures of JobQuest and any workplace where they go to visit a student;
- Report any issues or concerns immediately to the VET Manager to enable the quick resolution of problems;
- Protect the personal information of students and the information of the companies that employ them;
- Provide assessment evidence, forms, records and other data in a timely fashion to support the progress of the student to the qualification/result that they seek to achieve;
- Notify the NSW Department of Industry - Training Services NSW about students undertaking traineeships who do not make satisfactory progress; and
- Comply with the Vocational Education and Training Quality Framework.

Trainers will also work with the employers of work-based students to make accessible any specialised equipment or support deemed necessary for a student to undertake their training and assessment.

## Additional Traineeship Responsibilities

### Employers

In a traineeship or work-based training program the employer is required to provide:

- On the job training, which provides a practical basis for gaining knowledge and learning the skills for the qualification being undertaken;
- All of the necessary facilities, resources and opportunities to acquire the skills of the vocation;
- Time off work to complete projects or attend training if necessary, including meeting with the trainer or assessor;
- A safe working environment that is also free from harassment and exploitation;
- Relevant people to assist in the assessment of the student's skills and knowledge;
- Feedback on the students' progress; and
- Communication with the trainer about the student's achievements and progress as required.

### Australian Apprenticeship Support Network Responsibilities

Australian Apprenticeship Support Network providers carry out a free service to employers and students undertaking traineeships to help them with the sign up and administration of an Australian Apprenticeship [Traineeship].

Funded through the Department of Education, Skills and Employment these services include:

- Providing information on Australian Apprenticeship options to employers, students and interested other parties;
- Promoting Australian Apprenticeships;
- Administering incentive payments to employers;
- Working with the NSW Department of Education - Training Services NSW. to provide an integrated service; and
- Helping students to seek advice and assistance with the training contract, travel concessions, training wage rates and employment conditions.

### Other Work Based Learning

Students are allowed to work unpaid as part of a training program. Information about this can be found at - <http://www.fairwork.gov.au/pay/unpaid-work/student-placements>.

Where students, other than those enrolled in traineeships, undertake work placement; the responsibilities of the employers are the same as those listed above for traineeships.

Where students undertake work placement as unpaid workers to develop their skills in a work environment, the employer has the same general responsibilities to them as volunteers. This is important in areas such as work health and safety and anti-discrimination. JobQuest provides insurance coverage for students completing training programs and attending work placements as part of the training.

### JobQuest Unable to Provide Training and/or Assessment

If due to unforeseen circumstances JobQuest cannot provide the training and/or assessment service to a student, we will make every effort to support their transition to another Registered Training Provider. A Statement of Attainment will be provided for all units completed. A copy of the training plan will be provided to the new provider and any other records for which consent to transfer has been received, in order to support achieving the training outcome.

## **PART 3** **QUALITY & LEGAL FRAMEWORK**

### Quality and Continuous Improvement

The quality systems at JobQuest are designed around ensuring that every student's experience is a positive and enjoyable one that results in their desired outcome through the delivery of high quality training services.

There are several elements that are key to ensuring that we can check on the quality of our products and services and continually improve every area of our operations to enhance the student experience.

At JobQuest we want to provide the best possible training services to our students so we need to get feedback about anything that is not quite right. We also want to have good, positive relationships with our students and their employers.

We want to always be continually improving what we do and we want to ensure that all of our students are treated fairly and their views are heard.

### Student Equity

At JobQuest we encourage participation by individuals from those groups which have been under served in education and training including:

- People with special literacy or numeracy needs;
- People with disabilities;
- Aboriginals & Torres Strait Islanders; and
- People from a non-English speaking backgrounds;
- People from the LGBTI community;
- The unemployed;
- Women [in non-traditional occupations]; and
- Students from regional or remote areas.

JobQuest's VET Manager is the Student Equity Officer with the main objective of this position being to ensure all staff act in accordance with our Code of Practice and all students are made aware of their rights.

To contact the Student Welfare & Equity Officer **Farrina Diogo**

Call 4960 9024 or email [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

## Complaints, Appeals and Feedback

JobQuest has a complaints procedure aimed at resolving any issues students may have while undertaking a training program. Any student who is not happy with any aspect of their training program or the way they are treated by others should contact their Trainer or the staff at JobQuest on 4960 9024 as quickly as possible.

We usually recommend that a student discusses any concerns with any other person involved, in the first instance, so that any miscommunication or misunderstanding can be cleared up quickly. This is not recommended in situations where the matter of concern is sexual harassment or bullying. These matters should be reported to staff immediately.

If a student is not comfortable with making a personal approach to staff, a complaints form is available.

Anyone wanting assistance should contact the VET Manager who is also the Consumer Protection Officer and Student Welfare and Equity Officer. We want to help.

To contact the Consumer Protection Officer and Student Welfare & Equity Officer **Farrina Diogo**

Call 4960 9024 or email [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

If JobQuest staff cannot resolve an issue adequately there are external complaints processes that can be accessed depending on the type of training being undertaken and how it is funded.

### **What is a Complaint:**

A complaint is where a student is dissatisfied with any service or action that may have occurred or a situation where a student is unhappy with the behaviour of others including staff.

### **What does it mean to Appeal an Assessment:**

A situation where a student disagrees with the result of an assessment

### **Who can lodge a complaint or appeal:**

- Any student or trainee
- A parent
- Friend
- Employer
- Supervisor
- Advocate [on the students behalf] can lodge a complaint or an appeal.

Any person involved with the RTO – students, staff and third parties [eg: employers] can raise a complaint or concern about any issue including the conduct of other people.

### **What can a person complain about?**

Anything that is of concern;

Examples:

- Being given incorrect information
- Poor learning materials
- Unfair treatment
- Failure to respond to requests or contacts
- The result of an assessment [this is called an appeal]

### **Can I get help to make a complaint?**

JobQuest staff can assist a student or a student can be put in touch with an external person if necessary:

People with a disability can get help from DISABILITY ADVOCACY NSW 4927 0111

- NSW Department of Education - Training Services NSW. Consumer Protection Unit for students at - <https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>
- National Training Complaints Hotline – 13 38 73
- Australian Skills Quality Authority [ASQA] <https://www.asqa.gov.au/complaints>

### **What if processing the complaint or appeal is delayed?**

JobQuest staff will make every attempt to process and resolve complaints and appeals as quickly as possible. If you have lodged a complaint or appeal and it has been delayed, we will keep you informed in writing including the reasons for any delay on a regular basis until the matter has been resolved.



# The Complaints Process

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## STEP 1:

Speak to the trainer [unless the trainer is the subject of the complaint, then go to Step 2]

The trainer will do whatever they can to resolve the problem to the student's satisfaction. A student will be informed of any decision made.

This will happen within 2 working days.

A student can get help to make a complaint - JobQuest staff can help a student or a student can be put in touch with an independent external person if necessary.

All complaints will be lodged by the staff member receiving the complaint using the complaints form on the intranet. The complaint will be handled respectfully and discreetly by adopting an open-minded approach, the principles of natural justice and procedural fairness.

This process will include:

- Informing those involved in any allegation and enabling them to present their version of events;
- Investigating the situation in a fair, thorough and unbiased way; and
- Taking a mediation approach to the matter and ensuring that the complaint understands the steps in the process.

If a student believes a crime has been committed against themselves or another student, they will be assisted by staff to report this to the police. A student may also act independently to do this or have staff do this on their behalf when unable or unwilling to do so themselves

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## STEP 2:

If the trainer cannot resolve the problem or is the subject of the concern, a student should speak to the VET Manager or the Consumer Protection Officer. The VET Manager will investigate the problem and discuss with the student ways to resolve it.

A student can lodge a complaint by phone, in person, by email or letter. Please ask our staff for help if necessary.

To contact the Consumer Protection Officer and Student Welfare & Equity Officer **Farrina Diogo**

Call 4960 9024 or email [mail@jobquest.org.au](mailto:mail@jobquest.org.au)

By letter, please address to 5 McMichael Street Maryville 2293

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## STEP 3:

If the VET Manager cannot resolve the problem it will be referred to the Manager or his/her delegate who is responsible for ensuring that the procedure for complaints and appeals is followed.

The Manager will look at what the VET Manager has done and discuss with a student why the student is not happy with the resolution.

The Manager may offer a different form of solution. A student will be informed of any decision made.

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**STEP 4:**

If the Manager cannot resolve the problem, it will be referred to the relevant external agency. These could include:

- ASQA (Australian Quality Skills Authority) - The national vocational education and training (VET) regulator;
  - Training Services NSW. – Training Services NSW [only where the program is delivered under Smart and Skilled];
  - Safe Work NSW - for Work Health and Safety issues;
  - NSW Anti-Discrimination Board;
  - NSW Ageing and Disability Commission;
  - Disability Advocacy NSW – DA NSW;
  - The Multi-Cultural Disability Advocacy Association of NSW; or
  - The National Training Complaints Hotline – 13 38 73
- 

## Appeals Process

Should a student have any specific concerns in relation to the assessments undertaken, and feel they would like to review this process they the right to lodge an appeal.

However please discuss these concerns with the trainer first or with the VET Manager at JobQuest.

Appeals must be lodged in writing within 6 months of the assessment decision being made using the assessment appeals application form

Please ask our staff for help to complete the form if necessary.

Once an appeal has been lodged JobQuest will request a review of the assessment process and the evidence presented with an independent assessor within 7 days and keep the student informed of the progress of the appeal.

This assessor will investigate the appeal and either uphold or reject the appeal. If the student is still not happy with the outcome, they may raise the matter with an appropriate external body such as those listed on the previous page.

## Feedback

It is extremely useful to receive feedback from students and the employers of work-based students. A student may be asked to provide feedback at times. While it's very helpful to us to get this, it is not compulsory.

Some of this feedback is collected by JobQuest on behalf of the government. This is called the LEARNER QUESTIONNAIRE. The information on this form is collected across all vocational education students in Australia and a summary is sent to the government once each year. No personal information that would identify a student is collected on this form.

As the Registered Training Organisation, JobQuest is audited from time to time by the registering body the Australian Skills Quality Authority [ASQA] or by Training Services NSW. Should a student be contacted by a representative of either ASQA or Training Services NSW, they are obliged to provide factual feedback.

Please be assured that any evaluation of services is confidential and only used for the purposes of improving the quality of our service to students.

## Disciplinary Procedures

When undertaking training, students must make every effort to acquire the skills and knowledge required to successfully complete their training program by completing assignments and other assessment tasks set out by the trainer within the agreed timeframes.

Students are also required to behave in a manner that aligns with the Student Code of Conduct. Failure to do this may lead to disciplinary procedures being commenced.

This also includes accepting instruction and training given by and on behalf of the employer in the workplace where a student is undertaking a traineeship or other work-based program.

## Failure to make satisfactory progress in a traineeship

Students undertaking traineeships are subject to specific procedures if they fail to make satisfactory progress in a NSW government subsidised training program or traineeship.

These are:

- A meeting between the trainee, the trainer and the workplace supervisor to discuss the situation;
- A plan of improvement will be discussed and developed including identifying any additional support required which the trainee is required to sign and will be attached to their file;
- A report will be made to the employer formally informing them of the status of the training and assessment and the contents of any improvement plan in place;
- A report will be made to Training Services NSW in line with Smart and Skilled Operating Guidelines;
- The trainee's progress will be reviewed within an agreed timeframe; and
- If no improvement is noted, then JobQuest may terminate the training agreement and report the cancellation to Training Services NSW and the employer.

## LEGAL FRAMEWORK

### Work Health and Safety

Every employer has a legal responsibility or duty of care to protect the health and safety of people in the workplace. This includes manufacturers, suppliers, designers and controllers of work places, including owners and employees.

Employees and employers have certain responsibilities and obligations under WHS legislation.

NSW is legislated by the WORK HEALTH AND SAFETY ACT 2011. The legislation requires employers to adopt a risk management approach to eliminating and controlling risks to health and safety. The act covers all people who work in NSW in both the private and public sector, including self employed people, and applies within the state of NSW.

Employers must ensure the health, safety and welfare of their employees and others in any workplace.

Students undertaking training programs are required to report any hazards or risks that they observe or know about so they can be addressed and prevent injury to people or damage to property. This can be at any venue used for training and any workplace where a student is undertaking paid or unpaid work as part of a training program.

## Information Privacy

In line with its Information Management Policy, JobQuest wants to ensure that the privacy of information of all participants in training and assessment activities is in line with the Privacy and Personal Information Protection Act 2002 [NSW] and the Privacy Act 1988 [Cth]

Where staff become aware that a student may be subject to, or in danger of, abuse or neglect, JobQuest may be required to report this to relevant agencies.

When a student completes a training program that is paid for or contracted by another party [such as their employer] they are asked to provide consent for this party to receive a copy of their certificate or statement of attainment, by signing the appropriate section on the Student Progress Form.

If a student has any complaint or concern about the privacy of information, please talk to trainer or the VET Manager.

INFORMATION KEPT BY JOBQUEST ABOUT STUDENTS		
Type of information	Purpose	Period kept
General Information Name Date of Birth Address including email Phone Numbers USI (Unique Student Identifier)	Required for internal and *government records [if training is accredited]  Required for participants undertaking training to enable JobQuest to carry out training activities and liaise with employers	30 years
Language and Cultural Background Disability Education & Qualifications Employment and employer Study reason	To provide background information to tailor the program to student needs and to *report data according to AVETMISS requirements	
Assessment Record and a copy of the qualification or statement of attainment issued	To record the unit of competency attempted and completed during the Training Program required for internal and *government records [if training is accredited]	
Signed Enrolment Form as consent	To provide evidence that the student has consented by signing the form to information being passed on to specific agencies as per the Privacy Statement in the form.	Fee for service programs - Destroyed 6 months after program is complete/ cancelled
Attendance Records, File Notes, Training Logs and general correspondence	To provide evidence of the support and assistance provided during training	

INFORMATION KEPT BY JOBQUEST ABOUT STUDENTS		
Type of information	Purpose	Period kept
Copy of resume and/or qualifications, memberships, information about existing skills, work and education history	To provide evidence of existing skills which can form part of the assessment of competence	Government subsidised programs - Kept in compliance with funding body contractual requirements.
Evidence – a collection of documents or audio-visual records that demonstrate that a student meets the performance requirements for a qualification or competency standard	To provide records of training and assessment activities To provide evidence of any performance review activities undertaken To provide a record of progress and performance	
Signed Induction Forms	To provide evidence that the relevant JobQuest induction program has been undertaken	

\*National Centre for Vocational Education Research [NCVER], Training Services NSW, Australian Skills Quality Authority [ASQA]

All documents are disposed of using a confidential records disposal system.

Access to personal information is restricted.

Personal information that relates to training services provided by JobQuest is restricted to the following people:

1. Training Services Personnel including the RTO Manager for the purpose of monitoring records;
2. Trainers or Assessors for the purpose of recording results;
3. Training Services administrative staff for the purpose entering data into our student records;  
and
4. Management staff for monitoring the quality system for student records.

Information can be given to other people if required by law – for example, we must report AVETMISS information to the NSW Department of Education - Training Services NSW. Students are made aware of this at induction.

Information about students may only be given to a third party such as a potential employer or rehabilitation provider to confirm that a training or assessment activity is being undertaken. This can only be done if a student gives permission for this to occur.

## Privacy Statement [This statement forms part of the student enrolment form]

Personal information (information or an opinion about you), collected from you, your parent or guardian, such as your name, Unique Student Identifier, date of birth, contact details, training outcomes and performance, or sensitive personal information (including ethnicity or health information) (together **Personal Information**) collected by JobQuest may be disclosed to the NSW Department of Education other government agencies such as Training Services NSW.

Under the **Data Provision Requirements 2012**, JobQuest is required to collect Personal Information about you and to disclose that Personal Information to the National Centre for Vocational Education Research Ltd (NCVER).

Your Personal Information (including the Personal Information contained on this enrolment form), may be used or disclosed by JobQuest for statistical, administrative, regulatory and research purposes.

JobQuest may disclose your Personal Information for these purposes to:

- Commonwealth and State or Territory government departments and authorised agencies; and
- NCVER.

Personal information that has been disclosed to NCVER may be used or disclosed by NCVER for the following purposes:

- Populate authenticated VET transcripts;
- Facilitate statistics and research relating to education, including surveys and data linkage;
- Pre-populate RTO student enrolment forms;
- Understand how the VET market operates, for policy, workforce planning and consumer information; and
- Administer VET, including program administration, regulation, monitoring and evaluation.

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 Cth), the National VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at [www.ncver.edu.au](http://www.ncver.edu.au)).

Government agencies may use your Personal Information for any purpose relating to the exercise of their government functions, including but not limited to the evaluation and assessment of your training. Your Personal Information may also be disclosed to other third parties if required by law.

You may receive a student survey which may be administered by a government department or NCVER employee, agent or third-party contractor or other authorised agencies. Please note you may opt out of the survey at the time of being contacted.

JobQuest is required to provide student records for audit purposes and to carry out assessment validation and other review processes. This requires reviewers to look at the students work and records. These reviewers are checking up on the assessors not the students.

By completing and signing the enrolment form you consent to the collection, use and disclosure of your Personal Information in the manner outlined above and acknowledge and agree that the above agencies may contact you by telephone, email or post during or after you have ceased training with JobQuest for the purposes of evaluating and assessing the training.

You also acknowledge that you can access, view and correct the Personal Information that has been supplied or has been collected during the course of participation in training and assessment services.

You also acknowledge that JobQuest may be required to verify information provide and therefore consent to:

- JobQuest accessing your USI [Unique Student Identifier] details and record; and
- JobQuest verifying previous qualifications and information that have been submitted for credit transfer or recognition of prior learning.

Students are required to read the Privacy Statement and seek assistance to clarify the content if required before signing the Enrolment Form. By signing the form, the student is giving consent for their personal information to be passed on to the third parties listed in the statement.

If a student requires access to the information that JobQuest keeps about themselves, they need to contact the VET Manager. A time will be arranged to sit down in private with the proper person to go through the information.

Students are responsible for ensuring that the contact details kept is accurate and up to date.

JobQuest as an RTO must have effective records management procedures in place which are documented and implemented to assure the integrity, accuracy and currency of records and include such things as

- Secure storage and back up facilities for electronic records
- Retention, archiving and retrieval of participant [student] records
- Compliance with external reporting requirements such as \*AVETMISS
- Safeguarding of confidential information
- Disclosing information to a third party only with the written consent of the student.

Australian Vocational Education and Training Management Information Statistical Standard

(AVETMIS Standard or AVETMISS) is the agreed national data standard for the collection, analysis and reporting of vocational education and training information in Australia. The Standard consists of three parts: the AVETMIS Standard for VET Providers, the AVETMIS Standard for Australian Apprenticeships, and the AVETMIS Standard for Financial Data.

Registered Training Organisations must provide certain information to government in line with the AVETMIS Standard. A short video about the collection of enrolment data can be found at

<https://www.youtube.com/watch?v=hveBYeuGee4>

**Unique Student Identifier "USI".**

The Unique Student Identifier [USI] is part of a 2015 Commonwealth Government initiative to help a student keep track of all records of training results and qualifications.

All students undertaking nationally-recognised training must have a USI before enrolment with a registered training organisation anywhere in Australia. Where a student has an exemption, they will not be able to access an authenticated VET transcript through the Student Identifier scheme.

A student can get a Unique Student Identifier (USI) through the Commonwealth Government Department of Industry: [www.usi.gov.au](http://www.usi.gov.au)

If you have an exemption from submitting data you will not be included in the National VET Provider Collection and your training activity will not appear on an Authenticated VET Transcript without a USI.

A student can create a USI easily. It only takes a few minutes!

1. A student needs to have an email address and an identification document to create a USI.
2. One of these documents is required:
  - Driver's Licence
  - Medicare Card
  - Australian Passport
  - Visa (with Non-Australian Passport) for International Students
  - Birth Certificate (Australian) \*please note a Birth Certificate extract is not sufficient
  - Certificate of Registration by Descent
  - Citizenship Certificate
  - ImmiCard
3. Students must keep a record of their USI and remember their password for future reference.

Once a student has a USI they need to give JobQuest (their registered training provider) permission to:

- Verify the USI number;
- Update the USI record on the portal with the training in which the student is enrolled; and
- Update the student's personal details when required.

To give a training provider permission:

1. Log into the Student USI Portal;
2. Go to the Manage permissions tab; and
3. Click on Add Organisation.                      JobQuest Organisation Number is 90187

NSW Subsidised Smart and Skilled Students will also need to give access to their USI details to the NSW Department of Industry - Training Services NSW.

A USI can be accessed online from a computer, tablet or smart phone and enables training records and results to be kept together in an online account controlled by a student.

Each time a student enrolls to study with a new training organisation, a USI will be used to store the training records and results.

By having a USI a student will be able to access their training records and results (or transcript) for programs completed after 2015, whenever needed. For example, for a new employer or when wanting to enrol at a new training organisation.

**Need Help?**                      go to <http://usi.gov.au/help-centre/student-help/Pages/default.aspx>  
or call JobQuest on 4960 -9024

**Privacy**                      to find out about the privacy of your information and the USI registry go to  
<https://www.usi.gov.au/about-us/privacy>



## Disposal of personal information

JobQuest uses an accredited security disposal system. Approval to unlock the secure disposal units while on site for any reason is restricted to the Manager, the Operations Manager [Newcastle] and the RTO Manager.

## Information Privacy Laws

Privacy and Personal Information Protection Act 2002 ( NSW) and Privacy Act 1988 (Cth)

For more information contact: Office of the Federal Privacy Commissioner, **[www.privacy.gov.au](http://www.privacy.gov.au)**

Privacy Hotline 1300 363 992 (local call charge)

For more information contact: Office of the NSW Privacy Commissioner,  
**[www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)**

A fact sheet and summary of the Australian Privacy Principles can be found at:

[http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles\\_2.pdf](http://www.oaic.gov.au/images/documents/privacy/privacy-resources/privacy-fact-sheets/privacy-fact-sheet-17-australian-privacy-principles_2.pdf)

## Legislation and Training

JobQuest abides by Commonwealth and New South Wales laws. Below is a list of relevant legislation that we comply with. Please bear in mind that this list is not exhaustive. Further information is available at [www.austlii.edu.au](http://www.austlii.edu.au) and Fair work Australia <http://www.fwa.gov.au/>

- Age Discrimination Act 2004, Commonwealth
- Australian Privacy Principles
- Copyright Act 1968, Commonwealth
- Disability Discrimination Act 1992, Commonwealth
- Do Not Call Register Act 2006, Commonwealth
- Human rights and Equal Opportunity Commission Act, 1986, Commonwealth
- National Vocational Education and Training Regulator (NVR) Act 2011, Commonwealth
- Privacy Act 1988, Commonwealth
- Privacy Amendment ( Enhancing Privacy Protection) Act 2012, Commonwealth
- Racial Discrimination Act, 1975, Commonwealth
- Sex Discrimination Act, 1984, Commonwealth
- SPAM Act 2003, Commonwealth
- Student Identifiers Act 2014, Commonwealth
- The Racial Hatred Act, 1995, Commonwealth
- Competition and Consumer Act 2010, Commonwealth
- Anti-Discrimination Act 1977 [NSW]
- Apprenticeship and Traineeship Act 2001 [NSW]
- Children and Young Persons (Care and Protection) Act 1998 [NSW]
- Child Protection ( working with children) Act 2012 [NSW]
- Child Protection ( working with children) Amendment Act 2018 [NSW]
- Disability Inclusion Act 2014 [NSW]
- Fair Trading Act 1987 [NSW]

**SMART AND SKILLED*****This training is subsidised by the nsw government***

## Smart and Skilled Notification of Enrolment

JobQuest will follow the following procedures when enrolling students in Smart and Skilled training programs.

We will check student eligibility for the program.

A general guide of eligibility is included in the table below. All students must meet Criteria 1. However, further conditions apply for unemployed, disabled or Aboriginal people. If a student is not sure of eligibility, please discuss it with the RTO staff.

A student will be asked to provide proof of eligibility and will be informed of what type of evidence is acceptable.

JobQuest staff will take a student through a **Proof of Eligibility** check on enrolment. The student is required to complete the enrolment and may be required to provide some documents and sign statements.

To be eligible for a Smart and Skilled funded place, students must meet the following eligibility requirements:	
Type of training	Eligibility criteria
For all Smart and Skilled Training programs	Australian citizen, permanent resident, humanitarian visa holder, or New Zealand citizen, and aged 15 years or older, and left school, and lives or works in New South Wales (determined by postcode of the usual place of residence or place of work); or lives in a defined interstate NSW border area [as identified by a postcode] and is Australian Aboriginal or Torres Strait Islander; Any student registered as a NSW Apprentice or New Entrant Trainee
Other training. part qualifications, prevocational training and full qualifications from Certificate IV to Advanced Diploma,	Can have any level of Qualification
All	Enrolling student must reside in the postcodes designated in the Funding Contract

## Pre-enrolment Information

Prior to enrolment a student will be provided information about how to access the following information:

- Recognition of Prior Learning and Credit Transfer information
- Consumer protection information
- What a student should do if they wish to defer or discontinue training
- How students can access support during training
- Contact details for any support services provided
- The fees chargeable and access to the SAS Fee Administration Policy
- Information Privacy information

A student can also access this information via the website: [www.jobquest.org.au](http://www.jobquest.org.au)

## Notification to Department

On completion of the enrolment process, a copy of the Notification of Enrolment Report will be generated and kept on a student's file. A student will also be provided with a copy. A Student Commitment ID will also be issued.

## Smart and Skilled Refund Policy

JobQuest is aware of its contractual responsibilities under Smart and Skilled Fee Administration Policy requirements. To ensure compliance with the requirements we have put the following procedures in place:

- All information regarding fees to be paid by student will be supplied individually on enrolment on completion of the Notification of Enrolment Process;
- Students will be notified of any schedule of payments on enrolment;
- Students will be notified of any additional equipment costs prior to enrolment;
- Any fee schedule will ensure that all fees are paid in full prior to completion of training and assessment;
- All fees collected will be retained by JobQuest;
- Where applicable [i.e. under certain Awards] the employer will pay the fee for certain Apprenticeships and Traineeships;
- No extra fees will be charged to students under a sub-contacting arrangement;
- Students will be entitled to 2 attempts to complete a unit of competency without additional cost;
- Any further attempts will incur a charge which will be at the discretion of JobQuest;
- Fees will be adjusted to reflect any RPL or CT and if necessary refunds will be made; and
- If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees, JobQuest will provide a refund in line with the Smart and Skilled Contract.

## Withdrawal of Students

Students can withdraw from the training program prior to commencement and receive a full refund of fees paid to date. However, fees are not refundable after the “cut-off date with penalty”.

### Withdrawal after the “Cut-Off Date with Penalty

The “cut-off date with penalty” will be as follows:

- For work-based students – the issue of training materials;
- For classroom based students – the first classroom session after enrolment.

After these cut-off dates no refund will apply.

## Extenuating Circumstances

If for any reason JobQuest is unable to complete the training all fees will be refunded;

If a student does not complete a qualification at a certain level but has completed all the requirements of a qualification at a lower level with lower level fees, JobQuest will refund in line with the Smart and Skilled Contract; and

If a student has been granted Credit Transfer and/or RPL a process for partial refund of fees when necessary will occur.

## RPL and Credit Transfer

Where RPL or CT are granted at enrolment, JobQuest will use the Smart and Skilled Provider Calculator to determine the applicable student fee.

## Discontinuing training

### Deferrals

If for any reason a student wishes to defer involvement in training and assessment, this should be discussed with the trainer as a first step. A trainer may refer a student to another appropriate staff member to discuss any support requirements or to the Customer Protection Officer if a student has a complaint or grievance. In all instances, JobQuest will implement processes that will support a student to continue with the training.

If a student does decide to defer, they can only do so for a maximum of 12 months. After this time a student will not be entitled to continue with the training program.

An enrolled student must start within 12 months of enrolment despite any deferrals.

## **Withdrawals**

If a student decides to withdraw from a training program, they should discuss the reasons for doing so with the trainer as a first step. The trainer may refer a student to another appropriate staff member to discuss any support requirements or to the Customers Protection Officer if a student have a complaint or grievance. If a student still decides to withdraw then the following applies:

- A student should give formal notice, preferably in writing, of the date and reasons for a withdrawal;
- A student will be refunded fees in line with the Fee and Refund Policy;
- A student will be given the results of any assessments and be issued any Statement of Attainment for units assessed as competent within 30 days of notice of discontinuation; and
- A Training Plan will be updated and a student will be given a copy.

## **Transfers**

A student may transfer to another RTO that provides the required training under Smart and Skilled or they may transfer out of a Smart and Skilled subsidised program at any time. Details of how this can occur can be provided as and when required. Students will be provided with support and assistance to transfer.

## **Access to records: USI and Smart and Skilled**

A student will be required to set access controls to allow the Training Services NSW and JobQuest the appropriate levels of access to USI records.

For further information please refer to the USI Student Help Line.

Students are required to consent to this required personal information sharing by reading and signing the RTO Form 37 – Student Consent for Smart and Skilled. This form and the Privacy Statement that forms part of RTO Form 2 – Student Enrolment, provide information for the student in relation to information privacy and required information sharing.

## **Smart and Skills Consumer Protection Policy**

JobQuest is committed to providing ongoing and effective consumer protection to ensure that the rights of our students are protected and they are fully informed on how to deal with any concern they have about any potential breach of their consumer rights.

Consumer protection for students is underpinned by the JobQuest Client Rights Policy with detailed procedures for staff to follow in the Quality, Risk and Governance Manual.

Overview of the Customer Protection Strategy:

Students have the right to expect that

- The education and training received will be of a quality consistent with the Vocational Education and Training regulator's requirements
- The RTO will meet NSW Government requirements in the areas of quality, ethics, accountability and responsiveness
- They will be provided with clear and accurate information about:

Fees and Charges [Page 7]

Student Responsibilities [Page 12] and the Student Code of Conduct and Declaration

Assessment of Skills [page 15]

Student Equity [page 18]

Complaints, Appeals and Feedback [page 19]

Disciplinary Procedures [page 23]

Information Privacy [page 24]

- Every attempt will be made to resolve any student complaints using the JobQuest complaints handling processes [page 19];
- Any complaint or grievance will be actioned as described in these processes as part of our commitment to Continuous Improvement and in line with the Quality, Risk and Governance Manual; and
- Any consumer protection matter will be recorded in detail by the Customer Protection Officer.

The VET Manager is the designated Customer Protection Officer.

Their role is to handle all complaints and grievances and to ensure compliance with JobQuest Policy and Procedures and Smart and Skilled Operating Guidelines.

Contact details are as follows: **VET Manager – Farrina Diogo on 4960 9024**

Further information is available from Training Services NSW.

**<https://smartandskilled.nsw.ov.au/for-students/consumer-protection-for-students>**

**Phone 1300 772 104**

Other assistance may be provided by:

- Community Justice Centres Phone 1900 990 777
- ASQA [Australian Skills Quality Authority] Phone 1300 701 801
- NSW Fair Trading Phone 13 32 20

## Smart and Skilled Code of Practice

JobQuest has adopted the following Code of Practice for all students/trainees enrolled under the Smart and Skilled Program

All students/consumers have the right to:

- High quality education and training;
- Be informed about personal information that is collected about them and to review and correct that information;
- Access the JobQuest RTO consumer protection complaints system;

All students/consumers have obligations, including but not limited, to:

- Provide accurate information to the provider; and
- Behave in a responsible and ethical manner.

As a Smart and Skilled provider, JobQuest has certain specific obligations, including but not limited to:

- Provide the training and support necessary to allow the consumer to achieve competency;
- Provide a quality training and assessment experience for all consumers;
- Ensure that all RTO staff and agents meet public expectations of ethical behaviour at all times;
- Conduct marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to potential students;
- Ensure that prospective students are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations;
- Provide clear and accessible feedback to the consumer;
- Provide a consumer protection system including an identified Consumer Protection Officer; and
- Maintain procedures for protecting consumers' personal information.

## Subcontractor Arrangements

JobQuest has not entered into any subcontracting arrangements for the delivery of training and assessment services.

## Reasonable Adjustment

This means that the assessment process may be modified so that individual students are not disadvantaged during training and assessment. For example, a learner with a disability or with issues relating to language, literacy or numeracy may require some adjustment to the assessment process.

All students will undertake a language, literacy and numeracy assessment prior to training and also will be interviewed at enrolment to ensure any required adjustments are included in their training and assessment plan.

Should you require clarification of anything contained within this booklet or any further information, do not hesitate to speak with your trainer or contact the Training Services staff.



Locations and Contact Details	
<p>Girraween (Head Office)</p> <p>7/79 Mandoon Road</p> <p>Girraween NSW 2145</p> <p>Phone: (02) 8677 8885</p>	<p>Maryville (Newcastle Office)</p> <p>5 McMichael Street</p> <p>Maryville NSW 2293</p> <p>Phone: (02) 49609024</p>
<p>Email: <a href="mailto:mail@jobquest.org.au">mail@jobquest.org.au</a></p>	

[www.jobquest.org.au](http://www.jobquest.org.au)

