



# Learner Handbook

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## Learner Enrolments & Learner Support

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### Entry Requirements

For entry requirements please refer to NJL's Course Fact Sheet.

### Pre-Course interview

Your trainer will conduct a pre-course interview with you to discuss the training program and assess your suitability for the program, current skills, qualifications, and special needs.

### Language, Literacy and Numeracy Test (LLN)

You will be asked to complete an LLN indicator test prior to enrolment. This will help us identify any additional support that may be required, and the most appropriate learning and assessment strategies for you. Where you have been identified with potential support needs, your trainer will discuss options available. These may include:

- Additional one on one support from the trainer
- The support of a classroom mentor
- Where LLN skills are beyond NJL's ability to assist within the parameters of the training program we will liaise with you for referral to appropriate programs within the local area or refer you directly to appropriate support agencies. Any additional costs incurred will be the responsibility of the learner to negotiate.
- If you require help with literacy and numeracy and live in larger regional centres you can access information about the nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at <http://www.readingwritinghotline.edu.au/>

### Procedure for Client Support

NJL is at all times concerned with the welfare of our learners. Should you require any specialised support our training staff will assist you as appropriate and/or, with your consent, liaise with your case managers with recommendations for referrals to specialised support services. If you do require extra support, please let our trainers know - they will be eager to assist you. You may also contact the RTO Coordinator on 07 40415607.

### Counselling/Personal Support

If you require counselling or personal support and do not wish to go through your referring case manager, please contact one of the below organisations.

- Lifeline – 13 11 14 or <https://www.lifeline.org.au/>
- Beyond Blue – 1300 224 636 or [www.beyondblue.org.au](http://www.beyondblue.org.au)

### Study Support and Study Skills Programs

NJL trainers are fully equipped to provide study support between the hours of 8:30am to 5:00pm Monday to Friday. Please let your trainer know or contact the RTO Coordinator on 07 4041 5607 if you require assistance. Should you require additional support or a referral to a study skills program NJL will make a recommendation to you.

Any additional costs incurred will need to be negotiated with the referring agency and/or the learner.

Each learner will have different support requirements. NJL will endeavour to ensure that no learner is disadvantaged by restrictions placed on the location or context of the assessment beyond the requirements of the training package. Below is a summary of the support NJL will be able to offer to learners with special needs:

**The types of assistance NJL will be able to offer:**

Any LLN difficulty:

- LLN will be modelled as part of the training
- Provide Individual LLN support sessions within the scope of the course
- Provide reasonable adjustment where appropriate to do so
- Make referrals to LLN support providers

Speaking Difficulties

- Learners may bring family or friends or a support person to help explain and interpret terminology or more complex issues.

Listening difficulties

- Provision of seating closer to the trainer
- Learners may bring a support person to "sign" the content
- Ensure course material are presented in clear English

Reading difficulties

- Provision of seating closer to the screen
- Ensure all course materials are written in clear English
- The trainer may read written material to the learner on a one-on-one basis
- Increase the use of graphics or signs in course materials.
- Provide when required large font course training materials

Written Difficulties

- Trainer may use alternative assessment methods (e.g., oral questioning)
- Record training sessions

**The types of assistance NJL will not be able to offer:**

Speaking difficulties

- Provision of foreign language version of course materials
- Provision of an independent interpreter unless cost is met by learner or negotiated with the Training Manager prior to enrolment

Listening difficulties

- Provision of an independent interpreter to "sign" course content, unless cost is met by learner or negotiated with the Training Manager prior to enrolment

Reading difficulties

- Braille version of course materials unless cost is met by learner or negotiated with the Training Manager prior to enrolment

- Provision of an independent interpreter to help translate and interpret terminology or more complex issues unless cost is met by learner or negotiated with the Training Manager prior to enrolment

#### Writing difficulties

- Enrolment in the course if competency in the course outcomes depend upon writing skills of the level defined in the course requirements that cannot be met.

#### Maths/ Numeracy Difficulties

- Offer enrolment in the course if competency in the course outcomes depend upon Numeracy of the level defined in the LLN course requirements

### **Flexible scheduling of training and assessment**

Should you be unable to attend training for a valid reason you can liaise with our trainers to set up an alternative time catch up on missed training hours or assessments.

Should you be unable to catch up during the allocated course period, this will incur additional costs which will need to be negotiated with the referring agency and/or the learner.

### **Study Materials and Personal Protective Equipment**

Study material for this course is included in the course fee.

PPE required for this course will need to be provided by either you (if self-referred) or will be negotiated with the referring agency. All details are outlined in the Course fact Sheet.

### **Learner records**

NJL uses the VETtrak database to store learner records and to meet government reporting requirements. NJL complies with current Privacy Legislation and information recorded will only be used for the purpose of recording data and results. You are able to access your own records through your trainer. You will need to send your request in writing to your trainer in via email.

### **Changes to enrolment**

NJL needs to keep all learner records up to date. Should you cancel a course, change your name, address, or other information during the period of your training; please contact our office on 1300 136 496 or your trainer on the phone number or email address provided at enrolment.

## Unique Student Identifier

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If you are undertaking any nationally recognised training delivered by a registered Training Organisation you will need a Unique Student Identifier Number. It is free, quick, and easy to create your own USI. Simply go to this website: <https://www.usi.gov.au/student/create-usi>

If you do not already have a USI (Unique Student Identifier) NJL can assist you in applying for one.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. The USI will allow you to have easy access to your training records and results throughout your life in one easy to access location. You can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

Your USI account number will be made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. It must be kept in a secure and private place.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2021 will be available in your USI account in 2022.

In order to assist you in applying for a USI we are required to collect certain personal details including date of birth, city or town of birth, country of birth, contact details and sight one form of identification (e.g., Drivers Licence, Medicare Card, Passport etc.)

In line with the section 11 of the Student Identifiers Act 2014 NJL will securely destroy any personal information collected solely for the purpose of creating/verifying a USI as soon as possible after the application is complete.

You will be required to read the below USI Privacy Notice which will outline how your personal information will be used, collected, and disclosed in accordance with the student identifiers act pf 2014 and the Privacy act of 1988.

By signing the NJL Enrolment form you are agreeing to this privacy statement.

# Unique Student Identifier Privacy Notice

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If you do not already have a Unique Student Identifier (USI) and you require NJL to apply for one on your behalf NJL will need to collect and provide the Student Identifier Registrar with the following items of personal information about you:

- Name
- Date of birth
- City or town of birth
- Country of birth
- Contact details

You will also be required to complete and sign a USI Application Declaration and Consent form to give NJL authority to apply on your behalf.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney – General's Department. In order to do this NJL will need to collect other identifying information from one of the following documents: drivers' licence, Medicare Card, Birth Certificate, Australian Passport, Citizenship Documents, Immi Card or Australian Entry Visa.

If you do not have a document suitable for the DVS we may be able to verify your identity by other means if we are authorised to do so by the registrar.

NJL will safely destroy all information collected for the sole purpose of creating/ verifying the USI as soon as practical once the application is complete (Section 11 of the Student Identifiers Act 2014) unless we are required by any law to keep it.

If NJL applies for a USI on your behalf, you agree and understand that the personal information provided:

**1. Is collected by the Student Identifiers Registrar for the purposes of:**

- a. applying for, verifying, and giving a USI;
- b. sorting out problems with a USI; and
- c. creating authenticated vocational education and training (VET) transcripts (certificates);

**2. May be given to:**

- a. Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
  - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs;
  - education related policy and research purposes; and
  - to assist in determining eligibility for training subsidies;
- b. VET Regulators to enable them to perform their VET regulatory functions;
- c. VET Admission Bodies for the purposes of administering VET and VET programs;

- d. Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the VET standards and government contracts and assist in determining eligibility for training subsidies;
- e. Schools for the purposes of delivering VET courses to the individual and reporting on these courses;
- f. The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation, and auditing of national VET statistics;
- g. Researchers for education and training related research purposes;
- h. Any other person or agency that may be authorised or required by law to access the information;
- i. Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

**3. Will not otherwise be disclosed without your consent unless authorised or required by or under law.**

### **USI Privacy and Complaints**

You can find further information on how the registrar collects, uses, and discloses the personal information about you in the Registrar's Privacy Policy on [www.usi.gov.au/pages/privacy-policy.aspx](http://www.usi.gov.au/pages/privacy-policy.aspx). or by contacting the Office of the Student Identifiers Registrar on 13 38 73.

Further information on how to access personal information, correct personal information or complain about a breach of privacy can also be found in the Student Identifiers Register's Privacy Policy.

You may also make a complaint to the Information Commissioner about any breach of the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs; and
- A failure by NJL to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

You may contact the Privacy Officer at:

Mail: GPO Box 9880  
Canberra ACT 2601

Phone: 1300 857 356

All requests and complaints will be treated confidentially.



## **NJL's Responsibilities**

NJL takes the management and security of personal information seriously. All stages of the USI data transaction process adhere to strict data management protocols

## **An Individual's Responsibilities**

By signing the NJL Enrolment Form you are agreeing to this Privacy Statement.

## **Training and Delivery**

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### **Training delivery and flexibility**

NJL is committed to providing high quality flexible training through access to qualified trainers with background in your area of study. In addition, learner workbooks assist learners in gathering knowledge and provide access to activities to apply skills and knowledge in the work environment. Employers benefit from the ability to ensure the training is relevant to the workplace.

### **Competency based training and assessment**

Competency based training is a flexible form of vocational education and training that aims to produce a workforce with the skills and knowledge required by industry. Assessment in this course of study will follow a competency-based format - competency being achieved when you can appropriately perform and apply a combination of skills and knowledge to the standard required in a range of situations in the workplace.

## **Learner Participation**

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### **Attendance**

Learners are required to be punctual whether they are engaged in work-based learning or attending training on NJL premises. Delays in attendance and the completion of training and assessment activities may cause delays to completing training for yourself and others.

### **Learner absences**

If you expect to be absent from a training session, you are required to advise your trainer. Learners who miss training sessions are expected to follow up on any training missed.

### **Workplace Health and Safety**

All workplaces, including NJL, are bound by the Work, Health and Safety Act 2011. Learners are required to use common sense to ensure that behaviour or actions do not put themselves or others at risk. Any accidents or injuries must be reported immediately to the trainer or workplace supervisor.

If you have a medical condition (e.g., diabetes) that could require emergency treatments, please advise your trainer.

## **Emergency evacuation of building**

It is necessary that you are aware of evacuation procedures for your training venue - this may be your workplace or external training room. Information is required to be displayed and will include evacuation alarms, evacuation procedure, assembly points and safest exit path. Your trainer will go over these with you prior to commencement of training.

The following guidelines form the basis for safe practice in the training environment:

- Know and observe the details of the emergency response procedures;
- Do not undertake activities which may cause injury to self or others;
- Report all potential hazards, accidents and near misses to NJL staff;
- Ensure all bench spaces and walk areas are left clean and tidy;
- Seek assistance if you volunteer to lift items;
- Wear appropriate PPE and foot wear;
- Observe hygiene standards particularly in the eating and bathroom areas;
- Provision for first aid facilities is available where training is delivered. All accidents must be reported to staff;
- Electrical equipment that is not working should be reported to NJL staff.

## **Rules and Regulations**

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NJL is a Child Safe Organisation, and we are committed to ensuring that our physical and online environments are safe and inclusive of all people. NJL has a zero-tolerance approach to any form of harm and abuse, especially to children. Abuse constitutes threats of, or actual physical violence, sexual abuse, emotional or psychological abuse and neglect.

NJL staff will respond immediately to any allegations of abuse by reporting to the appropriate state authority and the authorities if deemed appropriate, in conjunction with a senior staff member.

### **Respect**

NJL treat everyone with respect, and we appreciate everyone's differences. We want everyone to feel included and welcomed.

### **Inform**

We have a responsibility to keep you safe so if you feel unsafe or concerned about your wellbeing then please come and chat to us or we can give you more information about what it means to be physically safe, emotionally safe, and safe online.

### **Giving you a voice**

We want you to have a say. At NJL we make sure there are plenty of ways for you to do this. We introduce you to all staff, that way there is always someone available for you to talk to. We want you to be involved and feel comfortable enough to talk.

### **Help**

NJL are always here to help. We want to help you move forward with plans for your future and we want to help when things are going wrong. If you have any worries, then come and let us know.

### **Trust**

We will be careful with your feelings and your needs. We will support you wherever and whenever we can.

### **Safety**

We take safety very seriously. We make our spaces at NJL happy and welcoming for you. We will help educate you on safety and will always create a space where you feel safe and included.

## **Smoking and alcohol**

Smoking is not permitted except in designated areas. The consumption of drugs and alcohol are not permitted.

## **Mobile phones**

Mobile phones are to be turned off during training sessions. If you are expecting an urgent call, please discuss with your trainer prior to commencement of the training session.

## **Learner use of computer resources**

- All learners are fully responsible for their individual logons and passwords. The sharing of user accounts and passwords is forbidden.
- The changing of any hardware and software settings held within any computer is forbidden.
- The installation/ removal of any software without approval is forbidden.
- The use of computer resources by learners for any purpose other than recognised or approved training delivery and associated support is not acceptable.
- On completion of a course all NJL property must be returned to NJL

## **Other Rules and Regulations**

- Learners are not permitted to harass other learners and are expected to adopt an acceptable standard of behaviour and courtesy towards all learners and NJL staff.
- Treat people with respect and fairness regardless of their background and/or cultural beliefs.
- Acts of vandalism, including graffiti will be dealt with severely – by the police where necessary.
- Learners must present an appropriate and safe standard of dress as required by the course and NJL trainers.
- Any person presents at NJL who behaves in a manner which could be deemed dangerous to another person present shall be asked and required to leave the premises immediately
- Any person who attends NJL regardless of their purpose for being there, shall be asked and required to leave the premises immediately if they are behaving in a manner consistent with the behaviour of someone intoxicated with lawful or unlawful substances.
- In the event of a person behaving in a manner which disrupts proceedings during a training event to the detriment of the other students, that person shall be asked and required to leave the premises immediately.
- In the event of a person entering an NJL function and behaving in a manner which is clearly unlawful or dangerous, or in the event of a person discovering that an unlawful event has occurred, the Police will be invited onto the premises immediately to investigate the matter

## **Plagiarism**

Plagiarism is the presentation of the works of another person or other persons as your own. This includes the failure to properly acknowledge that person or those persons. Plagiarism is an offence and there is an expectation that all learners produce their own independent work and comply with standard conventions of authorship.

Learners are required to:

- Be aware of their responsibilities in regard to plagiarism
- Reference where appropriate all assignments for submission
- If in doubt, see advice and support from your trainer/ assessor

## Assessments

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### Assessment tasks

Assessment tasks provide the opportunity for Learners to demonstrate competence in a variety of ways. At NJL assessment is conducted using a combination of tools to measure your underpinning knowledge and your demonstration of the practical skills required to not only fulfil your job role but are directly related to each unit of competency.

Written tasks, oral questioning and practical demonstrations are an example of how Learners are assessed at NJL.

The following provides a brief explanation about what is included in summative and formative assessment to gain competency:

**Written Response:** The learner is required to provide a written response to a range of questions relating to required knowledge for the unit of competency.

**Oral Questions:** The learner is required to provide a verbal response to a range of questions relating to required knowledge for the unit of competency.

**Research Tasks:** The learner is required to undertake research within their own workplace and the available reference material and provide a written response to each question.

**Case Studies/ Scenarios/ Projects:** The learner is required to provide a written response to a variety of assessment. This will usually require the learner to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

**Demonstration Observation:** The learner will be observed on a variety of occasions completing a task to workplace standards either in a real or simulated work place.

Qualified assessors will provide regular feedback during your training to ensure that you have as many opportunities as possible to successfully achieve competency when assessed.

If through illness or for personal reasons you are unable to attend exams or assessments, you must notify the NJL trainer immediately so that alternative arrangements may be made.

If you have difficulty reading or understanding questions, you can ask the assessor for clarification and/or to write down your oral responses if appropriate.

If you cannot answer a question satisfactorily you will receive further training before re-doing the question.

Your assessor will explain all assessment requirements and conditions to you.

## Assessor Feedback

The assessor will provide feedback on your assessment performance both verbally and in writing.

## Assessment Coding

The grading for each assessment tool/instrument will be:

S = Satisfactory                      NS = Not satisfactory

If you receive a NS you may be asked to re-submit or undertake a supplementary assessment

The grading for each unit will be:

C = Competent                      NC = Not competent

A competent grading is received if all assessment submitted for the unit are assessed as satisfactory.

A NC grading is received if you receive a NS grading on a submitted assessment and you do not resubmit or undertake any further assessment for the unit

## Reasonable Adjustment

All effort is made to ensure no learner is disadvantaged due to any temporary or permanent disability. We recognise the need to make reasonable adjustments within our assessment and learning environments to meet individual needs. If you need to speak confidentially to someone about your individual needs, please contact your trainer.

## Resubmission of assessment

Learners who are assessed as *not competent* (NC) are provided with detailed feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training.

It is the policy of NJL to provide three opportunities for additional training and reassessment at no additional cost to the Learner. Learners who require additional training and re-assessment after they have exhausted their three opportunities will be required to re-enrol in the unit and pay the relevant unit fee.

If you receive a request for resubmission, you need to complete and hand in the assessment task by the nominated date. Failure to complete and hand in the assessment task by the due date will result in a NC (not competent) result in the unit. It may then be necessary to re-enrol in the unit (on a fee for service basis) to complete the unit at an appropriate time – subject to availability.

## Assessment principles

All assessments conducted by NJL will be conducted adhering to the principles of authenticity, validity, fairness, flexibility, sufficiency, reliability, and currency.

## Assessment records

The results of your assessment are stored in the VETtrak database in your personal record.

## Appeals

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Learners who do not agree with an assessment decision have the right to appeal. Appeals are to be lodged in writing, within 7 days of the assessment judgement being made. The Assessment Result Appeal Request Trainer or Training Manager at National Joblink, PO Box 6398 Cairns, Qld or e-mailed to [enquiries@njl.org.au](mailto:enquiries@njl.org.au). A decision on the appeal will be made within seven days and you will be informed of the decision via written correspondence. Contact and NJL staff member for assistance if required.

NJL's Grievance, Complaints and Appeals Policy is publicly available on our website: [www.njl.org.au](http://www.njl.org.au)

## Recognition of Prior Learning (RPL)

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Recognition of Prior Learning means that you may be able to receive recognition for specific competencies, at least to the level being delivered and assessed, that you have acquired through other studies, training, and/ or experience at work or from everyday life and current knowledge and skill.

If you consider that you already possess the competencies obtained through previous formal or informal training, work experience and/or life experience we will provide you with the opportunity for RPL on substantiation of the competency. Please speak to your trainer who will help you fill out an RPL Request Form.

There are no additional costs to the learner involved in RPL.

## Credit Transfer – National Recognition

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NJL recognises the qualifications and statements of attainment issued by all other Registered Training Organisations for nationally recognised training delivered anywhere in Australia. Where it is identified on enrolment that you have completed identical unit of competency, you will automatically be granted credit. You must provide a certified copy of the qualification or statement of attainment (which list units achieved) and complete a Credit Transfer form. Where you cannot produce a certified copy of the documentation required, credit will NOT be granted.

## **Qualifications and statements of attainment**

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### **Issue of qualifications**

National Joblink will issue an AQF qualification to learners who have fulfilled the requirements of the course for which they are enrolled. The qualification is a nationally recognised document with a unique identifying number. It is accompanied by a list of all competency units achieved. NJL issues certification documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product providing all agreed fees the learner owes to the RTO have been paid. Once you receive your qualification you are advised to store it in a safe place. In the future, you may need to provide a certified copy of your qualification when applying for a job or seeking to enrol in further training.

### **Issue of statements of attainment**

A Statement of Attainment is issued to a learner who partially completes a course. The Statement of Attainment will list the competency units achieved. NJL issues the statement of attainment documentation to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product providing all agreed fees the learner owes to the RTO have been paid. The Statement of Attainment is also a valuable document which should be stored safely for any future time when you may be asked to provide a certified copy.

### **Replacement qualifications or statements of attainment**

A replacement Qualification or Statement of Attainment is available on request at a flat fee of \$35 and \$20 for a White Card.

Learners requesting a replacement certificate/ SOA or white card will be required to complete either a White Card Replacement Application or Certificate/SOA replacement Application and provide sufficient supporting Identification (drivers licence, 18plus card)

## **Learner Fees and Refunds**

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### **Fees payable – Fee for Service Training**

Fees are payable when a learner has enrolled into a course. The initial fee payment must be paid prior to commencing training or within 10 days of receiving an invoice from NJL. NJL may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of NJL's Fees and Charges.

Details of fees are supplied in the course Fact Sheets for each course and are discussed prior to enrolment. Please consult with the course adviser for further information.



## **Statutory cooling off period**

The Standards for Registered Training Organisations require NJL to inform persons considering enrolment of their right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period of time provided to a consumer to allow them to withdraw from a consumer agreement.

## **Refunds**

Clients will receive a full refund of fees paid, and there will be no administration charge in the event that the course is cancelled by National Joblink.

Learners, who give notice to cancel their enrolment 10 business days or more prior to the commencement of a program, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

For individual fee payment arrangements cancelled after 10 days, involving an enrolment fee followed by a number of monthly payments, a full refund of the enrolment fee and resources fee (less an administration fee of \$100) will apply if learners withdraw before the first training session takes place and resource materials are returned unopened.

For fee payment arrangements involving an enrolment fee followed by a number of monthly payments, refunds do not apply if a learner withdraws for any reason after training has commenced. Learners are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

## **Course completion guarantee**

Once the learner has commenced study in their chosen course, NJL will guarantee to complete the training and/or assessment within the estimated course duration and will further negotiate the timing for completion of the course if a learner is unable to complete the course due to illness or legitimate extenuating circumstances.

## **Funded Training**

NJL abides by various state and Commonwealth Government contractual requirements. NJL informs students of any conditions surrounding learners accessing funded training. For example; learners may not be able to access further funded training after the completion of their first funded training option. NJL adheres to government policy on training subsidy fee contribution by students including those who are entitled to a concession when accessing government training subsidies.

## Learner feedback

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### Training and assessment feedback

Your feedback is important because it helps to identify issues to do with training and assessments and it gives the National Joblink opportunities for improvement.

You are asked to provide written feedback on completion of the course. Your trainer will send you a feedback invitation to the email you provided on enrolment. If you complete the feedback online, it will generate straight to your trainer. If you are unable to access internet, please let your trainer know and a hard copy form will be provided.

### Grievance, Complaints and Appeals Policy

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NJL believes that any person / entity that has a grievance, complaint or appeal against the RTO, its trainers, assessors, other staff, one of its third parties or learners has the right to raise the complaint or appeal and can expect that every effort will be made to resolve it in a timely way, in accordance with this policy and without prejudice or fear of reprisal or victimisation.

A grievance or complaint can be defined as a learner, staff member or any third party's expression of dissatisfaction with any aspect of NJL's services and activities, such as:

- The enrolment or induction process;
- The quality of education provided;
- Academic matters, including learner progress, assessment, curriculum, and awards in a VET course of study;
- Handling of personal information and access to personal records;
- The way someone has been treated.

A full version of NJL's Grievance, Complaints and Appeals Policy and Procedure is publicly available on NJL's website: [www.njl.org.au](http://www.njl.org.au)

Grievances and complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that during all stages of this procedure NJL will take all steps to ensure that:

- The complainant is entitled to be heard with access to all relevant information and with the right of reply;
- The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision;
- The complainant will not be victimised or discriminated against;
- The complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings;
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the grievant;

- Where the internal or external complaint or grievance handling or appeal process results in a decision that supports the grievant or appellant, NJL will immediately implement any decision and/or corrective and preventative action required and advises the grievant/appellant of the outcome;
- At all meetings, the complainant / grievant may have a support person present. If the learner is under the age of 18, the parent or guardian must also be present.

Complaints will be handled in the strictest of confidence. A decision to release information to third parties can only be made after the complainant has given written permission for this to occur. A summary of NJL's Grievance, Complaints and Appeals Policy is below.

### **What is a complaint?**

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by NJL in any form and does not need to be formally documented by the complainant in order to be acted on. You if do wish to submit it in writing NJL's Complaints and Appeal Form is attached at the end of this document.

### **What is an appeal?**

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to NJL within 7 days of the learner being informed of the assessment decision or finding. NJL's Complaints and Appeal Form is attached at the end of this document.

Where an appeal is granted and the candidate is found competent, a new assessment outcome is issued and validated by the CEO.

Where an agreement cannot be reached, the CEO may employ an independent and external assessor to review the evidence.

### **Early resolution of grievances, complaints & appeals**

Before issues become a formal complaint, all parties are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Any person wishing to submit a formal complaint or appeal can do so by contacting an NJL staff member or by completing the Complaints and Appeals Form (Form 31). This form can be gained by contacting Learner RTO Administration, through the RTO websites or Learner Handbook. If you do not wish to complete the Complaints and Appeals Form an RTO staff member can do so on your behalf. All formally submitted complaints (verbal or in writing), or appeals are submitted to the CEO.

### **Complaint and appeals handling:**

A complainant is to be provided an opportunity to formally present his or her case at no cost. Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

A written record of all complaints is to be kept by NJL, including all details of lodgement, response, and resolution. NJL will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

The handling of a complaint is to commence within five (5) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a response to the complaint, including details of the reasons for the outcome within ten (10) days of the lodgement of the complaint.

Complaints must be resolved to a final outcome within sixty (60) days of the complaint being initially received. Where NJL CEO considers that more than 60 calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, NJL will attempt to resolve complaints within thirty (30) days of the complaint being received.

NJL shall maintain the enrolment of the complainant during the complaint handling process. Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

### **Review by an independent person**

NJL provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. The CEO will advise of an appropriate party, independent of NJL, to review the complaint. Should any costs be involved they will be shared equally between the appellant and National Joblink.

### **Review by external agency**

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by NJL, they may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the Office of Fair Trading.
- Complainants can submit a complaint to ASQA by completing the online complaint form:

<https://rms.asqa.gov.au/registration/newcomplaint.aspx><https://www.asqa.gov.au/complaints/getting-started-making-complaint-about-training-provider>

(ASQA website: [www.asqa.gov.au](http://www.asqa.gov.au) )

# Privacy

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## Privacy policy

NJL takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act of 1988 and the Australia Privacy Principles. (effective from 12<sup>th</sup> March 2014). These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

## What information do we collect from you and how is the information collected?

We, collect the information that you provide on your enrolment form, enquiry forms, information provided over the telephone and email communications together with details of your academic progress (including results of assessments); your attendance record; work undertaken by you in completion of your course, such as assessments, learner activities, videos and pictures; the outcomes of formal interviews you may have with staff during your course to discuss your progress; your special requests or requirements, records of grievances, complaints or appeals; and records of payments of fees and charges.

## What is the purpose for collecting this information?

We collect information that is necessary to ensure that we provide you with appropriate pre-sales information and to ensure we deliver to you the services promised in our fact sheets and on our web site.

## How your information may be used?

Personal information may be used and disclosed within the company to administer our products and services, as well as for risk management purposes.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

## Who do we share your information with?

We will not sell, share, or rent personal information to others without your written consent. We will only disclose personal information to third party entities carrying out functions on behalf of, or in partnership (including under licence) with, NJL on a confidential basis.

National Joblink is required to disclose information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- National Centre for Vocational Education and Research;
- Australian Skills Quality Authority (ASQA);
- Australian Apprenticeships Centres;
- Employers (and their representatives);
- Job Network Providers, RJCP Providers, Schools, Guardians; and
- Service providers such as background check providers
- Unique Student Identifier Registrar

## **Use of photographs and videos**

NJL may from time-to-time use photographs or video footage of learners for assessment evidence. These may also be used for marketing, promotion or publicity purposes and you may give NJL permission to use images for these reasons. To provide NJL with your consent you will be asked at enrolment to complete a Publicity Consent Form. You have the right to withdraw your consent at any time and can do so by emailing [enquiries@njl.org.au](mailto:enquiries@njl.org.au)

## **Disclosure Required by Law**

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to Department Human Services (if you are receiving Youth Allowance, Austudy or Abstudy).

## **The security of information you provide**

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification, or disclosure. It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems. Electronic data retained on our computer system is protected via virus protection software and firewall protection. Our data is backed up continually to our server which is secure.

NJL has implemented an Information Security Management System (IMS) in line with international standards for information security, ISO/IEC270001. NJL's systems and processes are externally audited.

When you commence, you are issued with a unique Student Identification (ID) number or username and password. It is important that you do not disclose this information to other students in order to protect your privacy. The number will be used to display your assessment results.

## **How do I complain about a breach of the APP?**

If you wish to lodge a complaint about a breach or potential breach of your privacy please follow NJL's Complaint, Grievances and Appeals Policy and Procedure. Under the Privacy Act 1988 you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find out more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>

## **Will my information be disclosed to overseas recipients?**

National Joblink confirms that individuals' personal information is not disclosed to overseas recipients.

## **Retention and Destruction of Information**

National Joblink undertakes secure destruction of personal information records as soon as possible after required use and storage periods have ended.

## Compliance with other legislation

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NJL will provide quality training courses and services that are responsive to the diverse needs of local and remote communities.

NJL is committed to meeting the individual learning needs of learners, irrespective of their individual or group differences.

NJL is committed to ensuring that all members of the community are able to access, participate and achieve in Vocational Education and Training.

NJL complies with all relevant Commonwealth and state legislations and regulations requirements in the operations of its RTO including. They also represent obligations to you as a student whilst training with NJL. During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact your conduct and behaviour.

Copies of the state and federal legislation can be found on the internet at [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal). The following is a summary of the legislation that will generally apply to your day-to day work and training.

### **National Vocational Education and Training Regulator Act 2011**

The purpose of this Act is to establish and maintain a system for the effective and efficient provision of high-quality vocational education and training to meet the immediate and future needs of industry and the community.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety, and that of others who may be affected by their actions or omissions. They must comply with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

### **Sex Discrimination Act 1984**

This act relates to discrimination on the grounds of sex, marital status, pregnancy, potential pregnancy, family responsibilities or involving sexual harassment.

Sexual Harassment is defined as: unwelcome behaviour, which is sexual by physical contact or by implication.

National Joblink does not condone sexual harassment and appropriate action will be taken should an incident occurs.

## **State and Territory Legislations on Anti-Discrimination**

The purpose of legislations is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, and accommodation.

- South Australia: Equal Opportunity Act (1984) and Racial Vilification Act (1996)
- Queensland: Anti-Discrimination Act (1991)
- Northern Territory: Anti-Discrimination Act (1992)
- Tasmania: Anti-Discrimination Act (1998)

## **Racial Discrimination Act 1975**

The Racial Discrimination Act 1975 aims to ensure that people of all backgrounds are treated equally and have the same opportunities. The Act also makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

## **Disability Discrimination Act 1992**

The Disability Discrimination Act 1992 promotes the rights of people with disabilities in areas such as housing, education and the provision of goods and services.

## **Student Identifiers Act of 2014**

This act outlines how NJL can collect, use & disclose personal information collected for the use of obtaining a USI. The full act can be viewed on NJL's website or on [www.usi.gov.au](http://www.usi.gov.au). Should you wish to or complain about a breach of privacy (misuse or interference of, or unauthorised collection, use, access, modification, or disclosure of the USI or a failure by us to destroy personal information) you may contact the Privacy Officer at:

Mail: GPO Box 9880  
Canberra ACT 2601  
Phone: 1300 857 356

Or obtain further details from [www.usi.gov.au](http://www.usi.gov.au)

## **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- Compliance with the VET Quality Framework
- Satisfying Fit and Proper Person Requirements
- Satisfying the Financial Viability Risk Assessment Requirements
- Notifying National VET Regulator of important changes
- Cooperating with National VET Regulator
- Compliance with directions given by the National VET Regulator



## **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (e.g., broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

## **Age Discrimination Act 2004**

The objects of this Act ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community.

## **ASQA - Standards for National VET Regulator (NVR) Registered Training Organisations 2015**

NJL also complies with: ASQA - Standards for National VET Regulator (NVR) Registered Training Organisations 2015.

## Records Access Request Form

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NJL will keep records on file electronically and physically and these can be accessed using our request system below.

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

This form must be signed by both the learner and RTO representative as an official record of the access request and identify verification. The RTO representative is required to verify your identity through either presentation of appropriate identification or answering a series of specific targeted questions.

### REQUEST FOR ACCESS TO RECORDS

Learners Name: \_\_\_\_\_ Learners Number: \_\_\_\_\_

Date of Request: \_\_\_\_\_ Style of Request: In person / Telephone /  
Written

Identification submitted: \_\_\_\_\_

Identification approved: Yes / No Reason: \_\_\_\_\_

Learner's signature: \_\_\_\_\_

Training Coordinators signature: \_\_\_\_\_

Note: There may be a waiting period of up to 7 days before access can be granted.

### ACCESS TO RECORDS

Date of Access: \_\_\_\_\_

Records accessed: \_\_\_\_\_

Learner's signature: \_\_\_\_\_

Training Coordinators Signature: \_\_\_\_\_

# Complaints and Appeals Reporting and Action Form

Form 31

## Complaints and Appeals Reporting and Action Form



Your feedback is important to us. National Joblink is committed to improving services to you and future learners. If you would like to discuss your appeal or complaint, please contact the RTO Manager on the contact number below. For further information refer to the RTO Grievance, Complaints and Appeals Policy and Procedure.

**Compliant**

**Appeal**

### YOUR PERSONAL DETAILS

Surname:  Title:

Given name:

Address:

Contact phone number:

Email address:

### YOUR TRAINING PROGRAM

Course/Program Title:

Trainer/ Assessor:

### DETAILS OF YOUR COMPLAINT OR APPEAL

Date of occurrence:

Reason for your submission / concern:

**Form 31**  
**Complaints and Appeals Reporting and Action Form**



Occurrences leading up to this submission: (Outline any steps taken prior to submitting your formal complaint or appeal.)

Details of any other parties involved: (Include full name and position)

Outcomes you are seeking from this process:

By signing this form, I certify that the information provided is true and correct.

Signature

Date:

**PLEASE COMPLETE AND RETURN THE FOLLOWING FORM TO:**

RTO Manager  
Phone: 07 4041 5607  
Email: [khomer@njl.org.au](mailto:khomer@njl.org.au)

**Form 31**  
**Complaints and Appeals Reporting and Action Form**



<b>OFFICE USE ONLY:</b>  Indicate outcome of process and action taken.	<b>RTO Ref No:</b> [YYYY/No.]
	RTO Officer: <input type="text"/> Date <input type="text"/>

Steps taken:

Resolution:

Results given to the Learner:    Yes/ No    Date given:

National Joblink Representative:

Training Representative (if applicable):

## CONFIRMATION OF LEARNERS INDUCTION – FORM 15

I confirm that a representative of NJL has explained the contents of the Learner Handbook to me prior to enrolling and clarified any queries or concerns I may have regarding:

Number	
1	Core and elective units covered in this qualification
2	Possible career pathways and further training options
3	Learner support: how NJL can support me in my training program
4	The USI Privacy Notice
5	Students who undertake courses of 1 day or less in durations are exempt from having to provide a USI. Course results however will not be available through the USI Scheme.
6	Competency based training
7	Workplace Health & Safety
8	Course rules and regulations
9	Assessment methods and how I will be assessed
10	Credit Transfer: where I have completed a similar unit of competency how to apply for a credit transfer
11	Reasonable adjustment: how NJL can assist me with assessment if I have any disabilities or learning difficulties
12	Recognition of Prior Learning (RPL): the recognition of other learning, work experience and training that can count toward my qualification
13	Resubmission Policy: what to do if I do not pass an assessment
14	Qualifications and statements of attainment
15	If I lose my certificate how to get a new one
16	Learner fees and refunds
17	Course completion guarantee
18	Grievance and Complaints Process: how to make a complaint
19	Privacy, confidentiality, and the release of personal information.
20	NJL is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy, or numeracy. (Social Justice and Equity principles)
21	I have read and understood the course fact sheet
22	Code of Conduct

I understand that it is my responsibility to be familiar with the contents of the handbook and the Fact Sheet and to ask questions on any matters I don't understand.

I confirm that the enrolling officer has reviewed my suitability for this course, as well as any special needs I may have, and I now wish to proceed to enrollment.

Learner Name: \_\_\_\_\_

Signature: \_\_\_\_\_

Date: \_\_\_\_\_