

Student Information Handbook

Job Training Institute

Phone: (03) 9055 5007 (Victoria)

Email: contact@jti.edu.au

Website: www.jti.edu.au

Acknowledgement by the student: (This acknowledgment to be put in the student file)

I (student full name)

Have received a copy of JTI student handbook and I agree to read and abide by all the policies and procedures found in this booklet.

Signature of the student:.....

Date received:.....

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1. About Job Training Institute

Job Training Institute is a Registered Training Organisation that specialise in providing quality training in nationally recognised qualifications through VET Quality Framework.

What distinguishes us from other RTOs?

- At JTI you are an individual and will be treated as such
- Flexible Study Mode
With JTI, you can choose how you want to study your course:
 - 1) Online or attend classes at one of our campuses/centres OR
 - 2) A blended option which combines both.

(This is only available for Domestic students).

Work Placement

We know the industry and understand the effort in finding Work Placement – *JTI Work Placement Coordinator, JTI Trainers, and yourself will work collaboratively in securing a work placement.*

^To attain your certificate you must complete the theory part of the course and the Work Placement.

Ongoing Assessment

- Your course has assessments (e.g. Short questions, case studies, research activities, tests/quizzes, work placement, etc.) for each unit. You will receive ongoing assistance and coaching/mentoring in the specific areas that you may require.
- Job Training Institute offers students regular live online classes moderated by our trainers.

Please read all the information contained in this book thoroughly. If you require further information not found in this booklet, please ask a JTI staff member.

2. Contact details

City Campus: Melbourne Head Office (CBD)

Physical address: Level 4, 259 Collins Street, Melbourne VIC 3000

Email address: contact@jti.edu.au

Telephone Number: (03) 9055 5007

Dandenong Campus: Melbourne Office (South Eastern Suburbs)

Physical address: Level 3, 237 Lonsdale Street, Dandenong VIC 3175

Email address: contact@jti.edu.au

Telephone Number: (JTI) | (03) 9212 3535

Mobile Number: 0434 378 860

Sunshine: Melbourne Office (Western Suburbs)

Physical address: Suite 4, Level 1, 25-29 Devonshire Road, Sunshine, 3020

Email address: contact@jti.edu.au

Telephone Number: (03) 9055 5004

Mobile number: 0412 431 092

3. Administrative contacts

Dandenong students: contact@jti.edu.au

Sunshine students: contact@jti.edu.au

City students: contact@jti.edu.au

Interstate student contacts: contact@jti.edu.au

4. Courses offered

Job Training Institute offers the following courses:

CHC33015 Certificate III in Individual Support (Ageing & Disability)

CHC30121 Certificate III in Early Childhood Education and Care

CHC43115 Certificate IV in Disability

CHC43415 Certificate IV in Leisure and Health

CHC50121 Diploma of Early Childhood Education and Care

CHC52015 Diploma of Community Services (Case management)

CHC43215 Certificate IV in Alcohol and Other Drugs

CHC43515 Certificate IV in Mental Health Peer Work

CHC53315 Diploma of Mental Health

BSB50120 Diploma of Business (Leadership)

BSB60120 Advanced Diploma of Business

5. CHC33015 Certificate III in Individual Support (Ageing & Disability)

CHC33015 Certificate III in Individual Support (Ageing & Disability)	CORE	ELECTIVE	TOTAL
	14	1	15

No	Unit Code & Name	Core/Elective
1	CHCCCS015 Provide individualised support	Core
2	CHCCCS023 Support independence and well being	Core
3	CHCCOM005 Communicate and work in health or community services	Core
4	CHCDIV001 Work with diverse people	Core
5	CHCLEG001 Work legally and ethically	Core
6	HLTAAP001 Recognise healthy body systems	Core
7	HLTWHS002 Follow safe work practices for direct client care	Core
Elective Units:		
8	CHCDIS001 Contribute to ongoing skills development using a strengths-based approach	Elective
9	CHCDIS002 Follow established person-centred behaviour supports	Elective
10	CHCDIS003 Support community participation and social inclusion	Elective
11	CHCDIS007 Facilitate the empowerment of people with disability	Elective
12	CHCCCS011 Meet personal support needs	Elective
13	CHCAGE005 Provide support to people living with dementia	Elective
14	CHCAGE001 Facilitate the empowerment of older people	Elective
15	HLTINF001 Provide Comply with infection prevention and control policies and procedures	Elective

6. CHC30121 Certificate III in Early Childhood Education and Care

CHC30121 Certificate III in Early Childhood Education and Care	CORE	ELECTIVE	TOTAL
	15	2	17

No	Unit Code & Name	Core/Elective
1	CHCECE030 Support inclusion and diversity	Core
2	CHCECE031 Support children's health, safety and wellbeing	Core
3	CHCECE032 Nurture babies and toddlers	Core
4	CHCECE033 Develop positive and respectful relationships with children	Core
5	CHCECE034 Use an approved learning framework to guide practice	Core

6	CHCECE035 Support the holistic learning and development of children	Core
7	CHCECE036 Provide experiences to support children's play and learning	Core
8	CHCECE037 Support children to connect with the natural environment	Core
9	CHCECE038 Observe children to inform practice	Core
10	CHCECE054 Encourage understanding of Aboriginal and/or Torres Strait Islander peoples' cultures	Core
11	CHCECE055 Meet legal and ethical obligations in children's education and care	Core
12	CHCECE056 Work effectively in children's education and care	Core
13	CHCPRT001 Identify and respond to children and young people at risk	Core
14	HLTAID012 Provide First Aid in an education and care setting	Core
15	HLTWHS001 Participate in workplace health and safety	Core
Elective Units:		
16	CHCDIV001 Work with diverse people	Elective
17	CHCPRP003 Reflect on and improve own professional practice	Elective

7. CHC43115 Certificate IV in Disability

CHC43115 Certificate IV in Disability	CORE	ELECTIVE	TOTAL
	11	3	14

No	Unit Code & Name	Core/Elective
1	CHCCCS015 Provide individualised support	Core
2	CHCDIS002 Follow established person-centred behaviour supports	Core
3	CHCDIS005 Develop and provide person-centred service responses	Core
4	CHCDIS007 Facilitate the empowerment of people with disability	Core
5	CHCDIS008 Facilitate community participation and social inclusion	Core
6	CHCDIS009 Facilitate ongoing skills development using a person-centred approach	Core
7	CHCDIS010 Provide person-centred services to people with disability with complex needs	Core
8	CHCDIV001 Work with diverse people	Core
9	CHCLEG003 Manage legal and ethical compliance	Core
10	HLTAAP001 Recognise healthy body systems	Core
11	HLTWHS002 Follow safe work practices for direct client care	
Elective Units		

12	CHCCCS011 Meet personal support needs	Elective
13	CHCPRP001 Develop and maintain networks and collaborative partnerships	Elective
14	CHCCCS001 Address the needs of people with chronic disease	Elective

8. CHC43415 Certificate IV in Leisure and Health

Successful completion of this course requires the fulfilment of 16 Units of Study: listed below

Recommended Textbooks:

“Long - Term Caring 2nd Edition Residential, home and community aged care” Scott, Web, Sorrentino.

“Long-Term Care for Activity Professionals, Social Services Professionals, and Recreational Therapists Sixth Edition” Best-Martini, Weeks, Wirth.

	CORE	ELECTIVE	TOTAL
CHC43415 Certificate IV in Leisure and Health	10	7	17

No	Unit Code & Name	Core/Elective
1	CHCCOM002 Use communication to build relationships	Core
2	CHCDIV001 Work with diverse people	Core
3	CHCLAH001 Work effectively in the leisure and health industries	Core
4	CHCLAH002 Contribute to leisure and health programming	Core
5	CHCLAH003 Participate in the planning, implementation and monitoring of individual leisure and health programs	Core
6	CHCLAH004 Participate in planning leisure and health programs for clients with complex needs	Core
7	CHCLAH005 Incorporate lifespan development and sociological concepts into leisure and health programming	Core
8	CHCPRP003 Reflect on and improve own professional practice	Core
9	HLTAAP002 Confirm physical health status	Core
10	HLTWHS002 Follow safe work practices for direct client care	Core
Elective Units		
11	CHCAGE001 Facilitate the empowerment of older people	Elective
12	CHCAGE005 Provide support to people living with dementia	Elective
13	CHCCCS015 Provide individualised support	Elective
14	CHCCCS025 Support relationships with carers and families	Elective
15	CHCDIS003 Support community participation and social inclusion	Elective
16	CHCDIS007 Facilitate the empowerment of people with disability	Elective

17	SISCCRO001 Plan and conduct recreation programs for older persons	Elective
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9. CHC50121 Diploma of Early Childhood Education and Care

Entry Requirements:

Entry to this qualification is open to individuals who:

- hold a CHC30121 Certificate III in Early Childhood Education and Care or
- CHC30113 Certificate III in Early Childhood Education and Care.

CHC50121 Diploma of Early Childhood Education and Care	CORE	ELECTIVE	TOTAL
	12	3	15

No	Unit Code & Name	Core/Elective
1	BSBTWK502 Manage team effectiveness	Core
2	CHCECE041 Maintain a safe and healthy environment for children	Core
3	CHCECE042 Foster holistic early childhood learning, development and wellbeing	Core
4	CHCECE043 Nurture creativity in children	Core
5	CHCECE044 Facilitate compliance in a children's education and care service	Core
6	CHCECE045 Foster positive and respectful interactions and behaviour in children	Core
7	CHCECE046 Implement strategies for the inclusion of all children	Core
8	CHCECE047 Analyse information to inform children's learning	Core
9	CHCECE048 Plan and implement children's education and care curriculum	Core
10	CHCECE049 Embed environmental responsibility in service operations	Core
11	CHCECE050 Work in partnership with children's families	Core
12	CHCPRP003 Reflect on and improve own professional practice	Core
Elective Units:		
13	CHCMGT003 Lead the work team	Elective

14	CHCPOL002 Develop and implement policy	Elective
15	CHCECE053 Respond to grievances and complaints about the service	Elective

10. CHC52015 Diploma of Community Services (Case Management)

CHC52015 Diploma of Community Services (Case Management)	CORE	ELECTIVE	TOTAL
	8	8	16

No	Unit Code & Name	Core/Elective
1	CHCCCS007 Develop and implement service programs	Core
2	CHCCOM003 Develop workplace communication strategies	Core
3	CHCDEV002 Analyse impacts of sociological factors on clients in community work and services	Core
4	CHCDIV003 Manage and promote diversity	Core
5	CHCLEG003 Manage legal and ethical compliance	Core
6	CHCMGT005 Facilitate workplace debriefing and support processes	Core
7	CHCPRP003 Reflect on and improve own professional practice	Core
8	HLTWHS004 Manage work health and safety	Core
Elective Units:		
9	CHCCCS004 Assess co-existing needs	Elective
10	CHCCSM007 Undertake case management in a child protection framework	Elective
11	CHCCSM006 Provide case management supervision	Elective
12	CHCCSM005 Develop, facilitate and review all aspects of case management	Elective
13	CHCDEV001 Confirm client developmental status	Elective
14	CHCPOL003 Research and apply evidence to practice	Elective
15	HLTAID006 Provide advanced first aid	Elective
16	CHCCSL001 Establish and confirm the counselling relationship	Elective

11. CHC43215 Certificate IV in Alcohol and Other Drugs

	CORE	ELECTIVE	TOTAL
CHC43215 Certificate IV in Alcohol and Other Drugs	12	5	17

No	Unit Code & Name	Core/Elective
1	CHCAOD001 Work in an alcohol and other drugs context	Core
2	CHCAOD004 Assess needs of clients with alcohol and other drugs issues	Core
3	CHCAOD006 Provide interventions for people with alcohol and other drugs issues	Core
4	CHCAOD009 Develop and review individual alcohol and other drugs treatment plans	Core
5	CHCCCS004 Assess co-existing needs	Core
6	CHCCCS014 Provide brief interventions	Core
7	CHCCOM002 Use communication to build relationships	Core
8	CHCDIV001 Work with diverse people	Core
9	CHCLEG001 Work legally and ethically	Core
10	CHCMHS001 Work with people with mental health issues	Core
11	CHCPRP001 Develop and maintain networks and collaborative partnerships	Core
12	HLTAID003 Provide first aid	Core
Elective Units:		
13	CHCDIS008 Facilitate community participation and social inclusion	Elective
14	CHCAGE001 Facilitate the empowerment of older people	Elective
15	HLTAAP001 Recognise healthy body systems	Elective
16	CHCCCS023 Support independence and wellbeing	Elective
17	CHCDIS007 Facilitate the empowerment of people with disability	Elective

12. CHC43515 Certificate IV in Mental Health Peer Work

	CORE	ELECTIVE	TOTAL
CHC43515 Certificate IV in Mental Health Peer Work	8	7	15

No	Unit Code & Name	Core/Elective
1	CHCDIV001 Work with diverse people	Core
2	CHCMHS007 Work effectively in trauma informed care	Core
3	CHCMHS008 Promote and facilitate self-advocacy	Core
4	CHCMHS011 Assess and promote social, emotional and physical wellbeing	Core
5	CHCPWK001 Apply peer work practices in the mental health sector	Core
6	CHCPWK002 Contribute to the continuous improvement of mental health services	Core
7	CHCPWK003 Apply lived experience in mental health peer work	Core
8	HLTWHS001 Participate in workplace health and safety	Core
Elective Units:		
9	CHCAGE001 Facilitate the empowerment of older people	Elective
10	CHCAGE005 Provide support to people living with dementia	Elective
11	CHCCCS023 Support independence and wellbeing	Elective
12	CHCDIS007 Facilitate the empowerment of people with disability	Elective
13	CHCDIS008 Facilitate community participation and social inclusion	Elective
14	CHCPWK004 Work effectively in consumer mental health peer work	Elective
15	CHCPWK005 Work effectively with carers as a mental health peer work	Elective

13. CHC53315 Diploma of Mental Health

	CORE	ELECTIVE	TOTAL
CHC53315 Diploma of Mental Health	15	5	20

No	Unit Code & Name	Core/Elective
1	HLTWHS004 Manage work health and safety	Core

2	CHCADV005 Provide systems advocacy services	Core
3	CHCDIV001 Work with diverse people	Core
4	CHCDIV002 Promote Aboriginal and/or Torres Strait Islander cultural safety	Core
5	CHCMHS002 Establish self-directed recovery relationships	Core
6	CHCMHS003 Provide recovery oriented mental health services	Core
7	CHCMHS004 Work collaboratively with the care network and other services	Core
8	CHCMHS005 Provide services to people with co-existing mental health and alcohol and other drugs issues	Core
9	CHCMHS009 Provide early intervention, health prevention and promotion programs	Core
10	CHCMHS010 Implement recovery oriented approaches to complexity	Core
11	CHCMHS011 Assess and promote social, emotional and physical wellbeing	Core
12	CHCMHS012 Provide support to develop wellness plans and advanced directives	Core
13	CHCMHS013 Implement trauma informed care	Core
14	CHCPOL003 Research and apply evidence to practice	Core
15	CHCPRP003 Reflect on and improve own professional practice	Core
Elective Units:		
16	CHCPRP001 Develop and maintain networks and collaborative partnerships	Elective
17	CHCCSL001 Establish and confirm the counselling relationship	Elective
18	HLTENN009 Implement and monitor care for a person with mental health conditions	Elective
19	HLTAAP001 Recognise healthy body systems	Elective
20	CHCMHS006 Facilitate the recovery process with the person, family and carers	Elective

14. BSB50120 Diploma of Business (Leadership)

	CORE	ELECTIVE	TOTAL
BSB50120 Diploma of Business (Leadership)	5	7	12

No.	Unit Code & Name	Core/Elective
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1	BSBCRT511	Develop critical thinking in others	Core
2	BSBFIN501	Manage budgets and financial plans	Core
3	BSBOPS501	Manage business resources	Core
4	BSBSUS511	Develop workplace policies and procedures for sustainability	Core
5	BSBXC501	Lead communication in the workplace	Core
Elective Units:			
6	BSBPMG430	Undertake project work	Elective
7	BSBOPS504	Manage business risk	Elective
8	BSBHRM521	Facilitate performance development processes	Elective
9	BSBLDR522	Manage people performance	Elective
10	BSBTWK502	Manage team effectiveness	Elective
11	BSBLDR523	Lead and manage effective workplace relationships	Elective
12	BSBSTR503	Develop organisational policy	Elective

15. BSB60120 Advanced Diploma of Business

BSB60120 Advanced Diploma of Business	CORE	ELECTIVE	TOTAL
	5	5	10

No	Unit Code & Name	Core/Elective
1	BSBCRT611 Apply critical thinking for complex problem solving	Core
2	BSBFIN601 Manage organisational finances	Core
3	BSBOPS601 Develop and implement business plans	Core
4	BSBSUS601 Lead corporate social responsibility	Core
5	BSBTEC601 Review organisational digital strategy	Core
Elective Units:		
6	BSBWHS521 Ensure a safe workplace for a work area	Elective
7	BSBSTR801 Lead innovative thinking and practice	Elective
8	BSBOPS505 Manage organisational customer service	Elective

9	BSBHRM614	Contribute to strategic workforce planning	Elective
10	BSBLDR601	Lead and manage organisational change	Elective

16. Code of practice, rights and responsibilities

As a Registered Training Organisation, Job Training Institute (JTI) is committed to ensuring that it provides training and assessment that is compliant with VET Quality Framework and all relevant legislations that will lead to nationally recognised qualifications. All staff recognise the rights of our clients and students in line with our code of practice.

Please note, it is mandatory that all students read and acknowledge having understood the code of practice before enrolling to study at Job Training Institute.

The following Code of Practice aims to formalise and assure students of JTI's commitment in terms of:

- Respecting and protecting their rights
- Providing correct information, advice and support
- Providing the most suitable course and pathway
- Optimising learning outcomes
- Promoting principles of access and equity
- Regular evaluation of training and assessment delivery
- Industry engagement to ensure relevance and national recognition of our qualifications
- Assessing learner's current skills and needs prior to enrolment

JTI's promise and commitment to you, the student:

- We shall at all times respect and protect your rights. A complaints process is provided as part of our policies and procedures. Complaints, grievances, appeals and compliment procedures are provided and explained to the student at enrolment.
- We shall be upfront with our students concerning the selection, enrolment and induction process which include: training locations, skills/knowledge required and training pathways. The enrolment process involves completion of an enrolment form in which personal and other relevant information is collected. This information is handled as per our confidentiality and privacy policy, a copy of which you receive before enrolment. The first class is always the induction class where the Code of Practice and other vital information about your study at JTI is discussed plus other business policies and procedures.
- Course information is available in the form of factsheets; from staff and JTI website.
- We shall publish and avail at all times, fees and charges pertaining to your learning at JTI. These fees and charges are also indicated on the factsheets, brochures, website and enrolment form.
- To ensure a positive learning environment is maintained, any student who engages in disruptive behaviour/activities shall be disciplined by being asked to leave the class and building. Disruptive behaviours include: physical and/or verbal abuse, sexual harassment, continued absence from class, obscene gestures, continuous interruption of the trainer, disrespect to fellow students/trainers/staff and smoking in non-smoking areas.
- We provide support and assistance for Language, Literacy and Numeracy through extra time with the trainer.

- We provide blended support and assistance through email, telephone calls, face to face, online support and staff assistance.
- JTI guarantees you as our student that once you have commenced study with us, you will have the opportunity to complete your study and receive your qualification, if you as a student does all the work as per your training plan.
- We provide support in Recognition of Prior Learning (RPL) if you require this and hold the necessary skills. More information on RPL assessment is on our website (www.jti.edu.au/rpl/)
- JTI conducts pre-course enrolment interviews either on telephone or face-to-face and this enables our career consultants to give guidance on career options. We shall assess your skills and needs prior to your enrolment and provide you with accurate and objective feedback.
- You will be provided with information on course cancellation and refund policy and procedures in this booklet.
- Equal Educational Opportunity exists for all learners and no learner can be hindered from undertaking any course solely on the basis of their gender, race, ethnicity or religion.
- We shall maintain confidentiality and privacy of your personal information, unless authorised by law to disclose.
- You will receive services as detailed in your agreement with us.
- Training and assessment will be delivered by qualified trainers & assessors.
- We shall provide flexible learning and assessment methods.
- Learner resources shall be updated regularly and in line with industry needs.
- Our marketing activities and information shall be ethical and accurate and in line with the Vet Quality Framework.
- Prior to enrolment the student shall be informed of all costs which can be found in this student handbook and on the JTI website.
- All JTI students and staff members must comply with JTI Workplace Health and Safety policies and procedures.
- We shall provide support for learner's special needs (language, culture, religion), where possible, as stipulated in the training plan.
- Your health, safety and general welfare as a student will be our priority.
- JTI reserves the right to change class days at any time during study, but will give at least two weeks' notice to students before this happens)
- JTI reserves the right to change trainers at any time during your time of study.

Classroom behaviour

All JTI students are expected to comply with the following rules of behaviour while enrolled at Job Training Institute:

1. Demonstrate mutual respect for JTI staff, and fellow students;
2. Turn off all mobile and paging devices during class times and examinations;
3. Not eat or drink in classrooms;
4. Prepare for each class by undertaking the required reading and completing all necessary tutorial or laboratory work;
5. Attend all classes except when prevented by illness or exceptional circumstances. This is a courtesy to your fellow students, your trainers and in the best interest of your own academic progress;
6. Arrive at classes at the scheduled time; arriving late is disrespectful to trainers and fellow students;

7. Participate actively in learning activities;
8. Avoid all forms of academic misconduct;
9. Provide constructive feedback when evaluating courses and trainers/assessors;
10. Refrain from activities that might negatively impact on other members of the JTI community;
11. Not write any part of your assessment in pencil;
12. Be aware of your responsibilities within your courses and program of study;
13. Any other rules of classroom behavior as determined by, and/or negotiated with, your trainer/assessor;
14. Student must wear their ID card within JTI premises;
15. Avoid plagiarism, collusion and copying of assessments which will result in disciplinary action;

17. Work placement

Most courses offered at JTI have a work placement component.

- The JTI Work Placement Coordinator, clinical Coordinator, the trainers and JTI students will work collaboratively to obtain work placement for the student.
- JTI will take out necessary insurance to cover such students while working as voluntary staff in a third-party facility.

For a student to qualify for work placement they will need to comply with the work placement guidelines provided to them and liaise with their trainer. It is the responsibility of the student to organise their time to fit within the working hours offered by the work placement facility. The duration of work placement varies between courses and from state to state; generally, 100-150 hours for Certificate III, 150-200 hours for a Certificate IV 200-400 for a Diploma.

- Students are made aware that every work placement secured for them by JTI is funded by JTI.
- The student is clearly informed that there's no fee attached to the first work placement offered as part of the curriculum.
- Where the student fails to successfully complete the first work placement offered as part of the curriculum due to unforeseen circumstances such as illness, personal circumstances, lack of academic progress, which deems work placement as *Not Yet satisfactory*, the student will be supported and given a second chance to attend another placement.
- If student needs to repeat work placement for the third time, student need to make payment for work placement administration \$150.
- Before the student attends work placement, they are required to meet with the JTI Work Placement Coordinator (WPC)/clinical coordinator or their trainer to ensure all items on the work placement checklist are covered. The WPC/trainer will further explain JTI's expectation when the student is at work placement. Every student must sign acceptance of work placement conditions.
- The work placement and third-party books will be issued to the student to take to the work placement facility. The supervisor of the student will sign off the Third-Party report and the Trainer/Assessor/facilitator will sign off the Work Placement book.
- A satisfactory work placement book, third party report together with satisfactory theory assessments will comprise the records required to issue a certificate, once the student has satisfactorily completed all items.
- If a student is unable to attend work placements, student MUST present a medical certificate to the trainer and work placement coordinator and are required to undertake make-up days.

18. Work Placement Dress Code

Student appearance must be professional always. Clothing and footwear should be safe, practical and comfortable.

19. Work placement policies during pregnancy

Pregnancy does not prohibit students from attending work placement however some work placements may be potentially harmful to the developing fetus/baby and to the pregnant student.

Before a student begins work placement, Job Training Institute advises student to be aware of the cautions and risks of participating in work placement and what potential harm that can arise that could be harmful to you as a student and your fetus/baby whilst on placement. Job Training Institute recommends students to postpone work placement during pregnancy to reduce any harm or risks to you and your fetus/baby.

Pregnant students are expected to notify the work placement coordinator of their pregnancy at their earliest if:

1. Student is assigned to participate in work placement area where there may be certain health and safety hazards/ Risks as below:

- Radiation
- Violence
- aesthetic gases
- Manual Handling
- Hazardous Substances e.g. mercury, lead
- Exposure to infectious agents, blood/ body fluids
- Violence
- Shifts or Night Work
- X-ray / Radioactive Material
- cytotoxic drugs
- Driving as part of job
- Long period of standing / awkward posture

2. Student is in the third Trimester of pregnancy or within the first 8 weeks after birth. Students who want to continue to complete class during third trimester or within the first 8 weeks of birth are required to produce a Medical certificate stating the student is fit to attend work placement and provide to Job Training Institute.

Female students are encouraged to disclose pregnancy in confidence at an early stage and discuss the work placement requirements with the clinical Coordinator/work placement coordinator.

After reading the above information students are confirming they are aware of the potential harm/risks that can arise during pregnancy to the student and the fetus/baby.

If you have any matters or concerns regarding the above information, please kindly contact the nearest Job Training Institute campus or your trainer.

20. Work placement requirements

Prior to going on work placement, student requires to submit below documents (required documents are subject to Course requirement)

- Valid First Aid Certificate
- Manual handling
- Working with children check Card
- Police Check
- Infection Control

If you do not have all items on the above list, please contact JTI Work placement Coordinator for assistance prior to going on work placement.

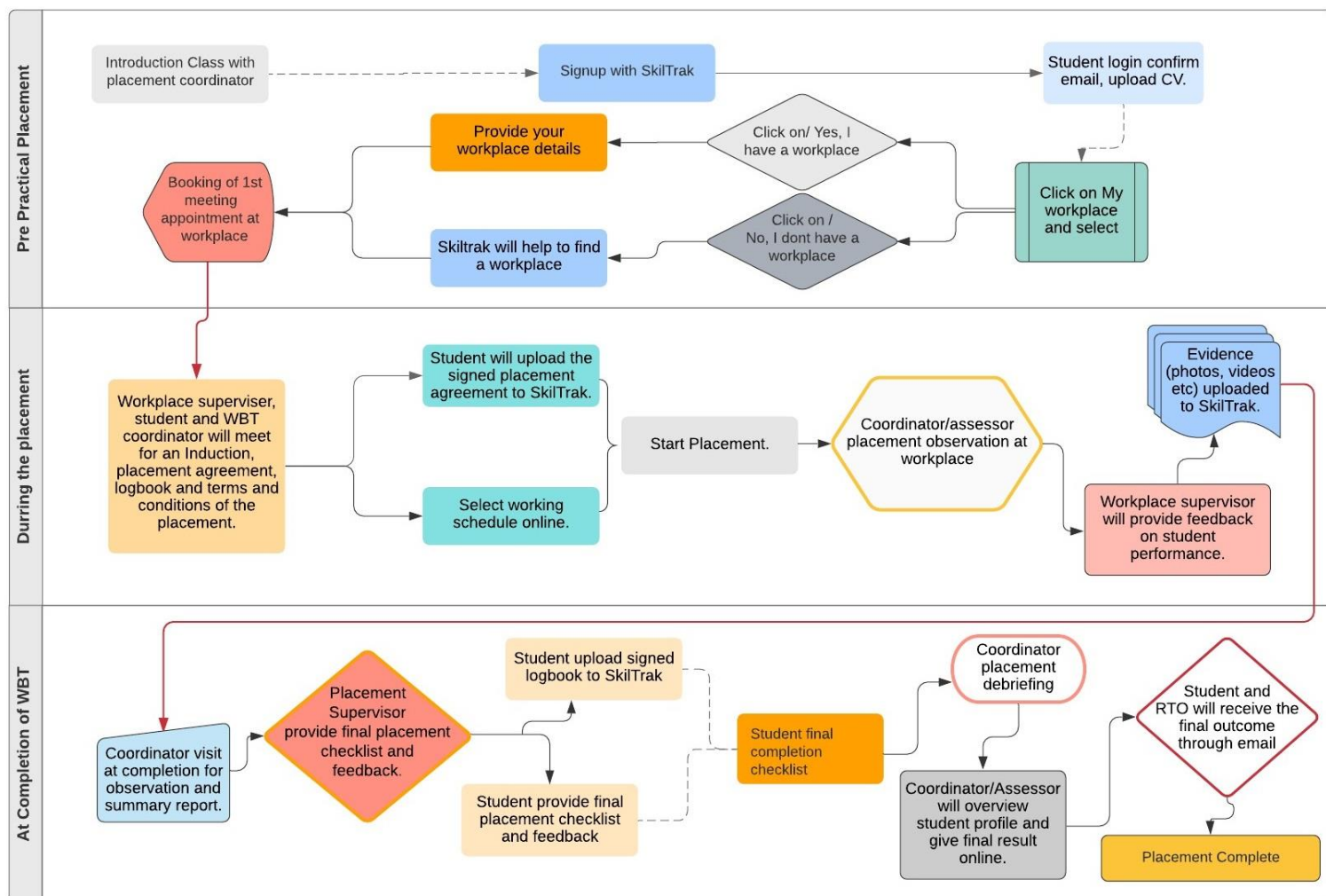
Work placement Books:

Student can find work placement books on Moodle to download.

Before student starts the work placement, a SkilTrak login detail will be provided to the student via email. SkilTrak portal is where student can upload Agreement, Third Party Report and other supporting documents (eg. Police check, WWCC, etc...)

Student needs to take the work placement books to the placement centre each day and ensure the centre's supervisor signs it at the end of each day. When student has finished the work placement books, ensure student scan, and submit it on Moodle for trainer to mark.

SkilTrak work placement flowchart:



JTI Work placement support:

- Phone 9055 5007
- Email workplacement@jti.edu.au

SkilTrak support:

- Phone 9363 6378
- Email info@skilTrak.com.au

21. Price list
Main Courses - Fee for Service (Self- Funded Domestic)

NAME OF COURSE & CODE	Self-Funded Student		
	Normal Price		
	Registration Fee	Initial Deposit^	Total Tuition Fee*
CHC33015 Certificate III in Individual Support (Ageing & Disability) Blended Online and Face to Face	\$0	\$500	\$5,000
CHC30121 Certificate III in Early Childhood Education and Care Blended Online and Face to Face	\$0	\$500	\$8,000
CHC43115 Certificate IV in Disability Blended Online and Face to Face	\$0	\$500	\$6,000
CHC43415 Certificate IV in Leisure and Health Blended Online and Face to Face	\$0	\$500	\$4,000
CHC50121 Diploma of Early Childhood Education and Care Blended Online and Face to Face	\$0	\$500	\$15,000
BSB50120 Diploma of Business (Leadership) Blended Online and Face to Face	\$0	\$500	\$10,000
CHC52015 Diploma of Community Services (Case Management) Blended Online and Face to Face	\$0	\$500	\$15,000
CHC43215 Certificate IV in Alcohol and Other Drugs Blended Online and Face to Face	\$0	\$500	\$4,000

NAME OF COURSE & CODE	Self-Funded Student		
	Normal Price		
	Registration Fee	Initial Deposit^	Total Tuition Fee*
CHC43515 Certificate IV in Mental Health Peer Work Blended Online and Face to Face	\$0	\$500	\$7,800
CHC53315 Diploma of Mental Health Blended Online and Face to Face	\$0	\$500	\$15,000
BSB60120 Advanced Diploma of Business Blended Online and Face to Face	\$0	\$500	\$12,000

Main Courses - VET Student Loans

If you are eligible for VET Student Loans, Census Date and Tuition Fee for each study period information is on our website.

Course details and direct links are as follows.

- CHC50121 Diploma of Early Childhood Education and Care
<https://jti.edu.au/course/diploma-of-early-childhood-education-and-care>
- CHC52015 Diploma of Community Services (Case Management)
<https://jti.edu.au/course/diploma-of-community-services-case-management>
- CHC53315 Diploma of Mental Health
<https://jti.edu.au/course/diploma-of-mental-health>
- BSB50120 Diploma of Business (Leadership)
<https://jti.edu.au/course/diploma-of-business>

Main Courses – Victorian funding programs (Funded Domestic)

If you are eligible for Victorian funding programs (including Skills First program and JobTrainer program), tuition fee is fully covered. Courses details and eligibility criteria can be found on our website.

- CHC33015 Certificate III in Individual Support (Ageing & Disability)
- CHC30121 Certificate III in Early Childhood Education and Care
- CHC43115 Certificate IV in Disability
- CHC43515 Certificate IV in Mental Health Peer Work
- CHC43415 Certificate IV in Leisure and Health
- CHC43215 Certificate IV in Alcohol and Other Drugs
- CHC50121 Diploma of Early Childhood Education and Care
- CHC52015 Diploma of Community Services (Case Management)
- CHC53315 Diploma of Mental Health (*Skills First program only*)

Other costs

	Cost \$	Compulsory (Yes/No, optional)
Certificate & Transcript re-issued (including postage)	\$80	Optional
Certificate OR Transcript re-issued (including postage)	\$50	Optional

Letters (CRICOS only)	\$20	Optional	
Student ID card (re-issued)	\$30	Optional	
Student Printer (Optional)			
\$50 required for card deposit. Note: remaining card balance is non-refundable.	Paper Size	Black & White	Colour
	A4	\$0.20	\$1.00
	A3	\$0.25	\$1.70
	Scanning	FREE	

Recognition of Prior Learning (RPL)

NAME OF COURSE & CODE	Self-Funded Student		
	Initial Deposit [^]	Tuition Fee*	Total*
CHC33015 Certificate III in Individual Support (Ageing & Disability) Blended Online and Face to Face	\$500	\$2,000	\$2,500
CHC30121 Certificate III in Early Childhood Education and Care Blended Online and Face to Face	\$500	\$2,000	\$2,500
CHC43115 Certificate IV in Disability Blended Online and Face to Face	\$500	\$1,800	\$2,300
CHC43415 Certificate IV in Leisure and Health Blended Online and Face to Face	\$500	\$2,000	\$2,500
CHC50121 Diploma of Early Childhood Education and Care Blended Online and Face to Face	N/A	\$7,000	\$7,000
BSB50120 Diploma of Business (Leadership) Blended Online and Face to Face	\$500	\$3,100	\$3,600
CHC52015 Diploma of Community Services (Case Management) Blended Online and Face to Face	\$500	\$6,000	\$6,500
CHC43215 Certificate IV in Alcohol and Other drugs Blended Online and Face to Face	\$500	\$3,500	\$4,000
CHC43515 Certificate IV in Mental Health Peer Work Blended Online and Face to Face	\$500	\$3,500	\$4,000
CHC53315 Diploma of Mental Health Blended Online and Face to Face	\$500	\$6,000	\$6,500

BSB60120 Advanced Diploma of Business Blended Online and Face to Face	\$500	\$6,000	\$6,500
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Please Note:

(^) Initial Deposit to be paid at the enrolment stage.

(*) The student tuition fee is indicative only and subject to change given individual circumstances at enrolment. Additional fees may apply such as student services and amenities fees.

- Training for these courses is delivered with Victorian, and Commonwealth Government funding.
- For Skills First program & VET Student Loans, student must meet the eligibility criteria and be able to provide required documents/ evidence.
- Payment plan is available, please contact our Accounts Department.
- Fees are subject to change without notice.

❖ **VET Student Loans - Policies & Procedures**

Please refer to our website for our VET Student Loans policies and procedures

<https://jti.edu.au/pdf/VSL%20Policy%20Manual%202022.pdf>

If the above link does not work, here is the alternative link <https://jti.edu.au/study/vet-student-loan>

❖ **Policies & Procedures**

22. Student Internal Transfer Request

Transfer means the following;

- *Transfer to another qualification;*
- *Transfer to different delivery mode;*
- *Transfer to different intakes;*
- *Transfer to different trainers; or*
- *Transfer to different campuses*

The internal transfer is to be lodged *no later than 30 days* for Current Certificate III/IV students after course commencement date;

The internal transfer is to be lodged *no later than 60 days* for current Diploma/Advanced Diploma students after course commencement date (if you are eligible for VET Student Loans, please check your loan liability before apply transfer)

23. Student complaints Policy and Procedure

This policy and procedure provide clear and practical guidelines to ensure that complaints of students can be resolved in accordance with the principles of natural justice, equitably and efficiently.

What are Complaints?

Complaints include, but are not restricted to, matters of concern to a student relating to training delivery and assessment, the quality of the training, student support and materials, discrimination and/or sexual harassment.

Natural Justice is concerned with ensuring procedural fairness:

- Decisions and processes should be free from bias.
- All parties have the right to be heard.
- The respondent has a right to know of what they are accused
- All parties are told the decision and the reasons for the decision.

Procedures

If the complainant feels comfortable doing so, he/she is to address the issue with the individual concerned. In the case of harassment, explain that the behaviour is unwelcome and offensive and request that they stop. It may be that the individual was not aware that their behaviour was unwelcome or caused offence. If the complainant does not feel comfortable confronting the individual, they should discuss the issue with their trainer or any JTI staff member.

If the complainant meets with a staff member to make a complaint,

1. The staff member should discuss with the complainant (and their support), the complaint details
2. Complete with any assistance a complaints form/online complaint form, if the matter has not been resolved satisfactorily.

As part of the complaints/appeals handling procedure, JTI will ensure:

- That the investigation of the complaint is attended to promptly and confidentially
- That the complaint is investigated in a fair and impartial manner
- That if a complaint is made against an individual, their rights will be protected and they will be given an opportunity to give an explanation
- That action will be taken to ensure that any misconduct does not continue
- That the individual making the complaint and any witnesses will not be victimised
- That appropriate disciplinary measures are taken in a proven case

3. The staff member taking the complaint will record the following information:

- Complainant's full name, address, phone/email address.
- Why the complaint /appeal has been escalated from a concern or is not to be treated as a concern.
- If the complaint /appeal relates to another person(s), that person(s) full name and position or if the student is not able to provide these details as much information as possible.
- The concerns raised by the complainant.
- The complainant's desired outcome to the complaint.

4. If a complainant raises an issue but is not willing to proceed with the complaint/appeal then they should be advised that because of the requirements of procedural fairness, in most circumstances no further action can be taken by JTI.

5. If the staff member resolves the complaint/appeal and the nature of the complaint/appeal is in regard to the JTI management systems, the quality of training and assessment, the quality of client services or a non-compliance of the VET Quality Framework; the staff member should

- clarify and document the details of the complaint with the complainant
- record the complaint and its outcomes in the Student Management System (SMS)
- inform the Training/Operations Manager (or delegated person) of the details of

the complaint and the action implemented

- Generate communication to the complainant of the complaint and its outcome.
6. If the staff member receiving the complaint/appeal is unable to resolve the issue with the complainant, or the complaint is outside of the staff member's area of responsibility; then the staff member should
- record the complaint/appeal in the SMS or
 - Request the complainant to put the complaint in writing to the training/operations manager (or delegated person). Or
 - Direct or assist in directing the person to another person who could assist or
 - Aid with a complaints *and appeals form* (online or manual).
7. The Training/Operations Manager (or delegated person) will
- Organise for a meeting with the complainant and resolve the matter in the best way possible
 - review the complaint /appeal within five (14) working days and decide about the complaint;
 - Interview the respondent to the complaint/appeal, outlining the specific allegations that have been made about them, and giving them the opportunity to make a full response. (During the investigation process, the complainant must be given the opportunity to present his/her case (with the provision of a mutually acceptable support person and/or independent adviser in attendance, if required). This will be at no cost to the student/staff /Third Party). Any witnesses will also be interviewed. These interviews will be conducted separately and impartially. The importance of confidentiality will be stressed to all parties.
 - determine the appropriate action, if any;
 - advise the parties of the action and their recourse to further action/appeal
 - Record the actions in the SMS; and implement the actions.

No action relating to an enrolment status is to be taken until the complaint/appeal has been resolved. However, the training/operations manager or delegate retains the right to take such steps as may be necessary to ensure the health, safety and welfare of the student and/or of others.

8. After the investigation process is complete, the Training / Operations Manager (or delegated person) will provide a written response within fourteen (14) working days to the complainant, of the action taken and the reasons for the decision.

9. If, at any stage, the process exceeds the timelines stated, or more than 60 calendar days are needed to process and finalise the complaint; the training/operations manager or delegate will:

- inform the complainant in writing of the delay, including reasons why more than 60 calendar days are required; and
- Regularly update the complainant on the progress of the matter and ensure these are recorded in the **SMS**.

10. The Training / Operations Manager (or delegated person) will review the action to determine its effectiveness and client's satisfaction.

If the client is dissatisfied with the outcome of the complaint/appeal, they can refer the matter to LEADR (www.leadriama.org) which is JTI preferred student mediation service, or the complainant can also go to consumer affairs. If the complaint was about an assessment, students can appeal the result as per *Appeals against assessment outcomes policy*.

11. Any complaint/appeal which appears to be related to any illegal activity such as theft, assault, etc., will be referred to the appropriate authority after discussion with the person making the complaint/appeal.
12. Written records of the complaint /appeal will be retained in the complaints/appeal file and a copy included in the relevant student's file, where applicable. All records of complaint will be maintained in accordance with the procedure *Records Management*.
13. JTI seeks to prevent complaints/appeals by ensuring that students are satisfied with their training experience and their training product and its outcomes. Staff are expected to be fair, courteous and helpful in all dealings with students.

Appeals against assessment outcomes

Students may appeal against a result shown on their student record/assessment. The student should be provided with the written outcome within 21 days.

The appeal against assessment outcome process is as follows:

1. The student contacts their trainer or the training manager or equivalent in relation to the appeal against the assessment outcome.
2. The student is provided the '*Appeal against assessment outcome form*' to fill in and submit either in person to one of the JTI campuses or email to the concerned staff member contacted initially. This form can also be filled online at www.jti.edu.au
3. The form needs to be received and signed by the respective staff and forwarded to Training Manager or equivalent of the concerned department.
4. Training Manager or equivalent is to contact the student and the trainer, who initially marked the assessment, regarding their individual opinions on this matter.
5. The Training Manager or equivalent will allocate the assessment to be marked by another trainer.
6. The assessment is to be submitted back to the Training Manager or equivalent for comparison of results. In case of different assessment outcome, the Training Manager or equivalent is to moderate the assessment with a third trainer and that outcome is to be considered as final outcome.
7. Once the outcome has been decided, Training Manager or equivalent will fill in the relevant part of the Appeal against assessment outcome form, which needs to be signed by all the trainers involved in the appeal process.
8. The Training Manager or their appointee will contact the student to advice on the final outcome and provide the student with a copy of the completed form.
9. The original copy of the form will be filed in the student's file and archived for record purposes. If the student remains unsatisfied with the outcome, the student can refer the matter to LEADR (www.leadriama.org) which is JTI preferred student mediation service, or the complainant can also go to consumer affairs.
10. If, at any stage, the process exceeds the timelines stated, or more than 60 calendar days are needed to process and finalise the appeal; the training manager or delegate will:
 - inform the complainant in writing of the delay, including reasons why more than 60 calendar days are required; and
 - Regularly update the complainant on the progress of the matter and ensure these are recorded in the **SMS**.

24. Assessment guidelines

What is a Unit of Competency?

A unit of competency specifies the knowledge and skills and the application of that knowledge and skills, to the standard of performance expected in the workplace. A unit of competency is the smallest unit that can be assessed and recognised. Units of competency must be adhered to in training and assessment to ensure consistency of outcomes.

Assessment

Assessment is the process of collecting evidence and making judgements on the extent and nature of performance and other requirements, as described in a set of standards, or learning outcomes, resulting in a judgement of whether competency has been demonstrated.

An effective and objective assessment is the key to the successful implementation of competency standards in the workplace and in education. This is the judgement of performance and knowledge against the relevant industry competency standards.

Assessment is carried out by the comparison of a candidate's evidence of skills and knowledge, against the requirements of the standards.

Assessors

The role of an assessor is to objectively assess and judge a candidate's evidence against a set of standards.

To do this effectively, an assessor must have a sound knowledge of, and be skilled in the relevant industry area they are assessing. At JTI, we ensure this is the case by insisting that every trainer has at least 2 years' industry experience in the area they are assessing. Their industry experience is expected to be current at the time of assessing.

In addition, at JTI, every trainer/assessor

- Must have completed Certificate IV in Training and Assessment (TAE40110) from the Training and Assessment Package.
- is expected to remain current in the Industry in which they are training
- must remain current with the VET industry.

As part of their role, trainers/assessors must:

- Interpret and understand the criteria
- Ensure that evidence meets the standards with a minimum of 2 forms of evidence
- Ensure that evidence is valid, authentic, reliable, consistent, current and sufficient
- Use expertise to make fair and objective judgements.

The training and ongoing professional development of assessors must include such areas as:

- Roles, responsibilities and ethics
- Procedural and administrative duties
- Performance and knowledge evidence gathering and presentation
- Interpretation and usage of standards
- Selecting and using appropriate methods of assessment
- Requirements regarding processing and recording of results, progress and feedback.

It is crucial that trainers/assessors always understand and practice fair, objective, unbiased and flexible assessment processes.

Students who miss an assessment

Students who miss any class test must sit that test within 48 hours unless unable due to medical reasons. The test, if missed due to a medical condition will be given on agreement between the assessor, student and JTI.

Flexible Forms of Assessment

JTI has facilities to provide flexible forms of assessment for students in proven extenuating circumstances. The student should indicate their requirements in their training plan on enrolment or must apply in writing to the assessor with details of their circumstances. The assessor will assess the application and the student will be notified accordingly.

Resubmission of Assessments

If a student is not assessed as satisfactory on their first assessment submission they will receive 2 more opportunities to resubmit at Certificate level and one more opportunity at Diploma level. If a student is still not assessed as satisfactory, they will be required to go through the JTI Student at Risk Support Management Process with their Trainer/Assessor.

In the event the student is deemed not yet competent; they will be issued a transcript indicating this.

Training Arrangements

All courses have blended delivery which combines face-to-face classes, workplace training, online learning and self-paced study. Students can choose which of the training modes they would like to utilise to best suit their learning style. The workplace training component is not optional for most courses.

Assessments are submitted via the online learning system, manually in class or at a JTI campus. Support is provided for online sessions through email, chat line, live classes and telephone.

Misplaced or Lost Assessments

If you are posting your assignments, **take copies prior to posting**. JTI will not take any responsibility for lost assignments sent by post. If you would like a copy of your assignments, take a copy before submitting to JTI. JTI keeps all assignments submitted to us for audit purposes, they cannot be returned to the student.

25. Fees & charges policy

1. Students and individuals seeking to enrol in a course with JTI are advised of all fees and charges associated with a course, including tuition fees, administration fees, materials fees and any other charges. These can be located on the relevant course fact sheet, on JTI's website, on the application form and in this Student Handbook.
2. Fees for all government funded programs must comply with the fees guidelines issued by the specific funding bodies.
3. All Government funded students must meet the eligibility criteria and where these criteria are not met, the learners can enrol as self-funded students.
4. The student tuition fees as published are subject to change given individual circumstances at enrolment.
5. JTI does not accept prepaid fees more than a total of \$1500. Prepaid fees' (sometimes referred to as 'fees collected in advance') means fees collected before the relevant services have been provided. These include payments made at any time before, during or after the learner enrolls. JTI may collect up to \$1500 fees in prepaid fees from a learner without needing to take any action to protect these fees. JTI will demonstrate this through marketing and enrolment material that includes fee schedules that, collectively, show the JTI does not require more than \$1500 to be prepaid for any course.

6. The requirements that apply to prepaid fees include all fees that a learner is required to pay, including enrolment fees, tuition fees, materials fees and any other fee component that is a mandatory payment for the course.
7. JTI is only required to protect or collect prepaid fees up to \$1500 from individual learners and prospective learners. These requirements do not apply, for example, where an employer engages JTI to provide training and/or assessment to its staff.
8. JTI uses a commercial 'shopping cart' system to collect online payments, and we must ensure that the system does not allow learners to prepay more than the maximum amount allowed which is \$1500.
9. JTI will charge a fee for other services such as a field trip or excursion, textbooks, police checks, uniform charges among others. These are explained to the students in our student factsheets, website, student handbook and on the application form.
10. The original certificate or statement of attainment is included in the course fee, however for reissuing of a certificate or statement of attainment, an additional fee will occur at the rate provided in the Student Handbook or as published at the time of request.
11. RPL will be charged per unit as per price list in this student handbook.
12. No certificates or statements of attainment will be issued until all fees have been paid in full.
13. JTI will not charge a tuition fee for enrolment by an individual who is from the Judy Lazarus Transition Centre (as a prisoner within the meaning of the Correction's Act 1986)
14. JTI will not charge a tuition fee for enrolment by an individual who is required to undertake the course pursuant to a community based order made under the Children, Youth and Families Act 2005.
15. Individuals eligible for concession rates will be charged as per the various funding contracts requirements. Concession rates apply at a certificate III and IV level, but not Diploma level and above. Under the Indigenous Completions Initiative, all enrolments undertaken by Indigenous students will be charged at the concession rate. This includes Diploma programs.
16. GST is not applied to programs offered by JTI (see ATO ruling GSTR 2001/1 Goods and services tax: supplies that are GST-free for tertiary education courses available on the ATO website).

26. Payment conditions

Every student at Job Training Institute must pay a registration fee upon enrolment which is not refundable. The tuition fee will be payable in arrears in instalments, based on our price list and must be paid during the course. Total fees must be paid even if the student withdraws from the course. Every student is required to sign a direct debit form for the tuition fee upon enrolment.

27. Refund policy

Job Training Institute Pty Ltd (JTI) is committed to providing a fair and transparent policy and procedure when dealing with students and prospective students in regard fees charged, protection of fees and refunds where warranted.

The student or prospective student is provided a copy of the fees & charges and refund policy and acknowledges and agrees to the terms and conditions of the fees, charges and refund policy on accepting enrolment at Job Training Institute Pty Ltd.

Procedures

1. For Government Funded Students, all refunds will be provided in line with the Instructions issued by the various State Governments and the Commonwealth.
2. Registration fees in non-refundable. JTI will refund full course fees (including the registration fee) made by a student if a course is cancelled by JTI or course commencement date is postponed by more than 4 weeks, unless JTI can make alternative arrangements acceptable to the student.

3. Tuition fees are not payable in advance; however, the fees must be paid as per the agreed schedule, otherwise the student may be refused entry to class and results to assessments. In cases of financial hardship, students are encouraged to consult with the JTI Accounts Officer.
4. A domestic student will be refunded tuition fees less registration fees if he/she notifies JTI in writing, 14 days before the course commencement date.
5. Once a student has started the course, the whole amount of fees is payable to JTI, though a payment plan has been provided for. Note for students doing the course online, start of the course means that the log in details has been dispatched to the student and the student has logged into JTI online learning system.
6. If a student withdraws from the course (after he/she has started study), before all fees have been paid, the balance of fees becomes payable within 7 days of withdrawal.
7. JTI reserves the right to cancel any course at its own discretion. Should this occur, JTI will refund full course fees (including the registration fee) to anyone enrolled in the course.
8. JTI reserves the right to amend this policy at any time; the amendments will be for continuous improvement of JTI operations and will not affect the student in any way, shape or form.
9. Fees are current at the time of publication, but JTI may change such fees and conditions at any time. Any such variation will apply to all JTI students current and future students.
10. JTI may review and adjust its policies and procedures during study and these variations will apply to all JTI students current and future students.
11. If JTI stops operations before the student completes their study, JTI will endeavour to refund the tuition fees for which no statement of attainment or certificate has been achieved.
12. Requests for refund must be made in writing using the applicable form - *the Request for Refund form*.
13. All sections of the refund application form must be completed by the student and signed and dated, associated documentation may be required to facilitate approval for refund.
14. The application for refund will be reviewed by the Campus Manager or as delegated and if warranted will be authorised for payment and sent to accounts department for payment.
15. The signature of student will be matched to student's signature on file and if different, the refund will not be processed. Should the form and associated documentation be incomplete this may delay the processing of claim for refund.
16. Once the completed refund claim form is received, it will be assessed and the refunds due to the student will be paid within 4 weeks of receiving completed written application on the appropriate form with associated documentation.
17. The refund will be paid directly to the student.
18. If a student is discontinued from the course due to breach of student code of conduct or failure to progress successfully in the course, no refunds will be issued by JTI.

Methods of Payment

At JTI we accept a wide range of payment methods:

- Cheque or money order;
- Cash;
- EFTPOS (whether over the phone or in person);
- Online credit card and debit card payments (Fees and charges may apply);
- Direct deposits; or
- Direct debit arrangements

28. Language, literacy and numeracy assessment

Prior to enrolment in a course, students will be required to complete a Language, Literacy and Numeracy (LLN) Assessment which will be completed upon application.

This assessment is used to determine whether the student's level of language, literacy and numeracy is sufficient to enable them to complete the course successfully.

The outcome of the LLN test will determine whether the student is suitable for enrolment. Potential students who are assessed as not having the required level of language, literacy and numeracy skills will be referred to external support networks to work with them on skill development in the required area/s or will be referred to a course at JTI that suits their level of language, literacy and numeracy. This may mean starting at a lower AQF level than the student originally requested. Where potential students have been referred to external support, they can reapply for enrolment once they have developed skills in the required area.

29. Pre-training Review Policy

This policy is to ensure Job Training Institute (JTI) students are enrolled in the right course that will lead them to desired future career paths.

Procedures

1. Every potential JTI student must fill the Pre-training review form completely and accurately.
2. In the form, the student must identify the course they would like to study and explain the reasons they have chosen this course.
3. The student needs to show an understanding of what the chosen course entails and its career path.
4. The career consultant needs to speak to the potential student and explain the requirements and expectations of the course.
5. The potential student needs to understand the requirements of their chosen course, opportunities and career path that the course may open for them to manage their expectations.
6. All courses with a work placement require a police check , first aid, working with children check, as well as WHS requirements, so the career consultant needs to explain this to the student.
7. The career consultant needs to explain the requirements of the short courses and book students in the programs applicable to the students chosen course and expected career path.
8. The career consultant discusses the career path of the student and makes recommendations accordingly.
9. The career consultant needs to consider any disability and additional needs of the potential student and discuss with the candidate the potential implications, for example someone wanting to undertake a course in aged care and could be having a back problem, this course will not be the right fit for them since aged care has physical work involved.
10. The career consultant must ensure that all the questions in the form are answered adequately and that the candidate understands all the course's requirements and pathway completely.

30. Student Support Policy

The purpose of this policy and procedure is to determine the support needs of individual learners and to provide access to the educational and support services necessary for individual learners to meet the requirements of the training product, as specified in training packages or VET accredited courses.

JTI is committed to ensuring that all students receive adequate learning support to ensure their full potential is reached. Therefore, JTI ensures that:

- The learning and support needs of all students is assessed upon entry into a program.
- All students are aware of how to access the services they require to successfully complete their training and assessment program.

- Feedback is collected about JTI's provision of support services and the feedback is systematically collated, analysed and used to improve training services.

Procedures

1. Student's needs are identified upon entry into their course of study. Information to make this assessment is gathered through information provided by the student on the application and/or enrolment forms. Also:
 - a. Discussion with the student during their induction to the program.
 - b. Gathering information about each Learner's prior formal and informal learning and encouraging them to seek recognition for this through the RPL process.
 - c. Developing an individual training and assessment record for each learner during the initial stages of a qualification
2. JTI Conducts a pre-training review of each learner's previous education and training and identify any RPL or National recognition that may be applicable. This is done through pre-training review assessment.
3. Assessment of the formal Language, Literacy and Numeracy Skills Test is given to each student upon commencement of the course.
4. Physical needs, that the learner outlines on their enrolment/application form, will be discussed with the learner to determine a strategy to undertake the course or to outline grounds for not being accepted into the course.
5. The learner is enrolled in an appropriate course based on the learner training needs and each individual learner's pre-training review and language literacy and numeracy levels, and physical needs, in consultation with each learner.
6. JTI may adjust the learning material to satisfy the needs of any learner, such as converting learning materials in alternative formats, such as to large print, contextualizing learning and assessment programs to the workplace, providing information and communications technology (ICT) support and/or flexible scheduling and delivery of training and assessment.
7. Learning Support

All students are provided with a range of learning support options and resources to help them achieve competency. This includes:

- Support from appropriately qualified trainers including through phone and email contact details.
- Classes, tutorials and workshops. These may be optional depending on the student's course of study.
- A range of short course training programs that may be complementary to full qualification courses.
- Online support and simulations for some courses.
- Computer and technology support from JTI It department
- Reasonable adjustments to assessment materials
- Referral to external support services such as the Reading Writing Hotline.

8. Student Welfare

To protect the welfare of students and to ensure students have positive living, studying and working experiences, JTI:

- Does not permit or require students to attend scheduled classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so.

- Does not permit or require full time students to attend scheduled classes prior to 8.00am and/or after 10.00pm (including time allocated for self-paced or online studies), unless there is a reasonable course-related reason to do so.

9. Additional Support Services

JTI recognises that all people learn differently and acknowledge that some students may require additional support. Additional support will be provided for any students experiencing:

- Disability and access issues;
- Language barriers;
- Language, literacy and numeracy issues; and
- Any other issues that may affect their ability to achieve their training goals

Provision of additional support services will be provided where necessary to enable students to participate in the same way as any other.

Where there is perceived difficulty in achieving learning goals, the trainer will discuss these issues with the student. The student will be provided with information about possible alternative pathways, additional tools and resources available, and options and choices for accessing a supportive network. The information provided will vary depending on the individual needs of the student.

JTI can provide any student with contacts for special needs, such as the following external agencies:

AMES (Adult Multicultural English Service)

AMES is the largest provider of English language and Settlement services in Victoria, in addition to being a major supplier of specialist employment and training services in Melbourne.

Contacts are: <http://www.ames.net.au>

Enquires contact number: 13 2637

AMEP (Adult Migrant English Program)

The Adult Migrant English Language Program (AMEP) provides up to 510 hours of free English language tuition to eligible migrants from the skilled, family and humanitarian visa streams, to help them learn Basic English to assist with their settlement in Australia.

The Adult Migrant English Program has several support services in place that are available to clients to help facilitate their attendance and participation in the programme. These include:

- Counsellors and Individual Pathways Guides
- Childcare
- Youth classes
- Settlement course and
- Bilingual support

Check on this link for more information

<http://www.industry.gov.au/skills/ProgrammesandAssistance/AdultMigrantEnglishProgram/Pages/default.aspx>

Enquiries contact number: 133873 or skilling@education.gov.au

Self-paced e-learning

All migrants who want to improve their English language skills, including those who are not participating in the Adult Migrant English Program, can access free self-paced e-learning modules through the Adult Migrant English Program distance learning website at

<http://amepdl.net.au/>

Reading and Writing Hotline

Telephone: 1300 655 506

Website: <http://www.readingwritinghotline.edu.au/>

For the price of a local call anywhere in Australia, the Hotline can provide the student with advice and a referral to one of many providers of courses in adult literacy and numeracy.

Centrelink

Website: <http://www.humanservices.gov.au>

A student may be eligible for funding assistance if they are receiving one of the following:

- Pensioner Supplement Allowance;
- ABSTUDY (course dependent);
- AUSTUDY; or
- Youth Allowance.

Responsibility

The Course Manager or equivalent is responsible for the implementation of this procedure and to ensure that staff are aware of its application and implement its requirements

Student at Risk Performance Management Procedure

Purpose

- This policy and procedure is to ensure that students requiring support will have a plan, showing clear direction for the student during the term of their training at JTI.
- The student and their trainer will sign the Student at Risk Support Form and agree on the parameters to be met during the time of the process. Each party is to adhere to the agreed parameters and timeframes.
- JTI training support service is available for all students who have questions or difficulties regarding their current training and their future career development.
- JTI staffs are available to assist and will source information a student requires and thus refer a student to an appropriate internal or external service.
- A student support record in the student file will be maintained during this process.
- Students can book an appointment with their trainer through office administrators and/or through trainer's direct email.
- JTI will respect any student's right to privacy. Any information disclosed will remain strictly confidential.
- A student conversation through email and telephone call will be recorded in the student management system.
- Student's documents will be filed and uploaded in the JTI student management system.

31. Counselling

JTI truly cares for its students and offers the free counselling services to the students who are facing challenging situation during their study period with JTI. JTI has contracted a registered counsellor and his services can be accessed through a booking request with student support.

Student Support also assists students to make the booking with the other free counselling services offered by the local councils and the non-profit organisations like (both male and female counsellors available if it is required).

- Melbourne counselling services by the Salvation Army
- Beyond Blue
- Dandenong Community Advisory Bureau or Local Council)

32. Library Policy

Borrowing Books and other Library Materials

- Students go to JTI library website (www.jti.edu.au/jti_library) to search which books are available and write down the book name and barcode
- Students must show their student ID card to the Library admin (receptionist) together with the book name and barcode.
- Students can borrow books for 14 Days.
- Students are only allowed to borrow 2 books at a time
- Students can't renew the book, or borrow the same title within 7 days of the return date.

Returning Borrowed Books

- Students must present the student ID card together with the books /materials to be returned to the Library Admin for updating of records.

Handling of Borrowed Books and other Library Materials

- Students are accountable of any damages that the material/book will acquire under student care. The Library Admin will assess the returned book/ materials and value any necessary charges.
- Students will be required to pay the full amount of the borrowed book/material if the Library Admin deem that it is no longer usable due to damage incurred under the borrower's care.

Payments and Overdue

- Students must return the book within the maximum loan period of 14 days
- Students will be imposed a fine if they fail to return any book by the date required. A fine of \$5 will be charged on the first week and a \$10 additional will be required if the delay reaches two weeks. If the books is returned beyond the 2week penalty period, the student will be required to pay the full price of the said title.

Open Hours

JTI Library will be open for borrowing books during office hours (9am -5:00 pm Tuesdays and Fridays). Students can return books from Mondays to Fridays 9am to 5pm.

JTI management has the right to change the Library opening hours.

Student Printer Policy

Students who want to print, photocopy, or scan through JTI Student Printer are required to pay \$50 deposit for the printer card which they can top up for photocopying costs. Only \$50 deposit will refunded be when the student surrenders the card back. Please note that the remaining balance is **non-refundable**. So, make sure you do not put too much money in your printer card. The following are the printer charges:

Photocopying/Printing Charging:

Paper Size	Black & White	Colour
A4	\$0.20	\$1.00
A3	\$0.25	\$1.70

Scanning: FREE

33. Smoking

All staff, contractors and visitors shall abide by the provisions of this policy and are expected to report all breaches.

Prohibited Areas

Smoking is prohibited in:

- All JTI controlled buildings;
- Major thoroughfares and pathways;
- Within three metres of access points to buildings such as doors, windows, near air-conditioning vents and ducts;
- Enclosed courtyards;
- All JTI vehicles; and
- Other areas designated as no smoking areas by signage.

Breaches of the Smoking Policy

All staff, contractors and visitors shall have the right to report breaches to JTI management.

Managers and supervisors are encouraged to advise offenders of JTI's Smoking Policy and request that they only smoke in areas where smoking is not prohibited. Managers and supervisors may also, at their discretion, inform offenders of some form of assistance, for example a quit smoking program (Quitline 13 78 48).

Repeated breaches of this policy may result in disciplinary action.

34. Misconduct

JTI students who breach any of the guidelines outlined in this booklet may be considered to have engaged in official misconduct and will be asked to leave JTI premises and be disciplined as per JTI policies and procedures.

In addition, a student who engages in any of the following activities may also be considered to have engaged in misconduct where that student:

1. Endangers the health or safety of any person at JTI;
2. Unlawfully assaults, or attempt to assault another member of the JTI community;
3. Engages in dishonest behavior e.g. stealing;
4. Damages or abuses JTI property;

35. Student records

The official student academic record refers to information relating to a student's admission to an academic performance at the Institute. The Official student academic record shall contain:

- a. Student Information
 - Personal information which is acquired in the administration of official student academic records such as name, student number, citizenship, address, date of birth etc.
 - Registration and enrolment information
 - Results for each course and academic period
- b. Student Interaction
 - Student activities logged throughout the entire lifecycle of the student
 - Supportive documentation on admission regarding the basis for any RPL or program credit obtained

- Results of formal grievance or other internal procedures as filed for by the student.
- Medical information that is relevant to a student's academic performance. This is only provided at the request or consent of the student concerned
- Letters of reference and supportive documentation related to formal procedures such as an application relating to a case of special circumstances

Access by a Student

Under the Commonwealth Privacy Act 1988 an individual has the right to access their personal information unless prohibited by law. If requested, JTI will provide to students' access to and correction of their personal information held by JTI at no charge

A student (current/past) may request to access and if necessary correct their personal information held by JTI. If they wish to receive a copy of their personal information held by JTI they need to lodge a written request to a JTI Campus Manager. They must include in their written request:

- Student ID number
- What personal information they wish to receive a copy of the academic period/s to which their request relates.

There are certain circumstances where JTI is not required to provide access. These circumstances can include:

- i. Where personal information other than health information would pose a serious threat to the life or health of an individual
- ii. Where health information would pose a serious threat to the life or health of an individual
- iii. Where providing, access would have an unreasonable impact upon the privacy of other individuals
- iv. Access for frivolous or vexatious use
- v. Where the information relates to existing or anticipated legal proceedings between JTI and the individual, and the information would not be accessible by the process of discovery in those proceedings
- vi. Where providing, access would reveal the intentions of JTI in relation to negotiations with the individual in such a way as to prejudice those negotiations
- vii. Where providing, access would be unlawful.

If an individual considers the personal information to be incorrect, incomplete, out-of-date or misleading, the individual can request that the information be amended. Where an individual request that a record be amended because it is inaccurate, but the record is found to be accurate, the details of the request for amendment will be noted on the record:

A student's request to examine a part of his or her official student academic record should be made in writing to the Campus Manager or equivalent. Following receipt of request the manager shall occur within 30 days.

A student has the right to challenge the accuracy of his/her official academic record.

Access by past students

- i. A past student may examine and have copies made of the portion of his or her official student record as per the conditions outlined above for student access.
- ii. A request from a former student shall be made in writing and shall be provided to a JTI Campus Manager. Upon receipt of request compliance will occur within 30 days.

- iii. A former student shall have the right to challenge the accuracy of his/her official academic record.

Access by JTI staff

All Staff members at JTI have access to JTI student management system where student's information reside and are bound by the confidentiality agreement that they sign on acquiring employment at JTI.

Access by others

- i. Any information contained in the official academic record shall be released to other persons and agencies only with the students prior expressed written consent, or on the presentation of a court order, or in accordance with the requirements of professional industry groups and associations, accrediting bodies and regulators and/ or otherwise under compulsion of law as outlined above
- ii. General statistical material drawn from academic records not disclosing identities of students, past students may be released for research and informational purposes as authorised by JTI CEO.
- iii. Personal information about students studying with Job Training Institute may be required to be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes, and circumstances related to funding (if applicable).

JTI will not disclose students' personal information to another person or organisation unless:

- i. The student is reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation;
- ii. Student has given written consent;
- iii. JTI believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the student or of another person;
- iv. the disclosure is required or authorised by or under law; or
- v. The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

Refusal of Access

JTI reserves the right to withhold access to the statements of results and transcripts of students and past students who have outstanding debts or obligations to JTI in accordance with JTI's policies. JTI does not release any official documentation to any other persons unless provided with the expressed written consent of the student on record.

36. Privacy policy

As a registered training organisation, Job Training Institute is required to collect and store certain information about you for the purposes of tracking and administration of your student progress, participation, unit outcomes and for statistical reporting.

We will store securely all student records containing personal information and take all reasonable security measures to protect personal information collected, from unauthorised access, misuse or disclosure.

We will take all reasonable steps to ensure that any personal information we collect is:

- a) relevant to the purpose for which it was collected

- b) up to date;
- c) complete
- d) Accurately recorded.

Personal information about students studying with Job Training Institute may be required to be shared with the Australian Government and designated authorities, such as Australian Apprenticeship Centres (AACs) and the National Centre for Vocational Education Research (NCVER). This information includes personal and contact details, course enrolment details and changes and circumstances related to funding (if applicable).

We will not disclose your personal information to another person or organisation unless:

- you are reasonably likely to have been aware, or made aware, that information of that kind is usually passed to that person or organisation
- you have given written consent
- we believe on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of you or of another person
- the disclosure is required or authorised by or under law
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of public revenue.

All information provided to Job Training Institute is available to all Job Training Institute staff members, who are bound by confidentiality agreements with Job Training Institute.

As a student of Job Training Institute you may be contacted directly by NCVER for a survey, or be invited to participate in a Department endorsed project and/or be contacted by the commission (or persons authorised by the commission) for audit or review purposes, sometime during/after the period of enrolment.

37. Statement of attainment

A Statement of Attainment indicates that the individual is competent in one or more units of competency, but not in the full range of units required for a qualification. Statements of Attainment stand to show that the individual holds skills, and they can also be used as credit toward full qualifications if the individual wishes to finish a qualification in the future.

Students are entitled at no additional cost, to a formal statement of attainment on withdrawal, cancellation or transfer, prior to completing the qualification, provided the student has paid in full for the tuition of the qualification they were enrolled in.

Any Extra statement of attainment will be charged at the rate of \$50 per statement. For example, where first aid is part of the full qualification, if a student requires a separate statement of attainment, they should pay \$50 to get this, since First aid will be one of the units listed in the record of results issued at the completion of the qualification.

38. Retention of training and assessment information

JTI retains all students training and assessment materials as per the guidelines issued in VET Quality Framework and contracts with various funding bodies.

Face to face student assessments are submitted in hardcopy to the trainer. Hard copy student assessments are archived at our campuses, as per ASQA requirements which is: student assessments are to be archived for 6 months and as per State/Commonwealth government funding requirements for a minimum of 2 years.

39. Recognition of prior learning

RPL is the formal process by which the skills and knowledge gained through work and life experience and outside formal training arrangements are formally recognised.

This process allows competency to be determined without the student being required to complete formal assessment tasks.

JTI has a comprehensive RPL process for all courses and units within its scope of registration. All students are provided with information on RPL prior to enrolment and offered the opportunity to take up this option during the enrolment process.

RPL can occur at any time during a course; however, it is best to commence the process at the start of a course to ensure appropriate arrangements are made for any training that is required and to avoid repetition. The RPL process used by JTI is designed to minimise the amount of paper-based evidence required and incorporate 'competency conversations' and verification from third parties to form the basis of the evidence used in the RPL process. This ensures the RPL process is an accessible option for candidates who are appropriately skilled and experienced.

RPL Process at a Glance

The following steps need to be followed if a student wants to apply for RPL:

Step one:

The applicant is to receive information from the Career Consultant regarding RPL. The Career Consultant will complete a checklist with the applicant to determine if the applicant is eligible for RPL. If eligible, a non-refundable registration fee will be charged which will be deducted from final fees for RPL or Training. The applicant will be given Book 1 – Self-Evaluation/Third Party booklet to go and complete.

Step two:

Once the applicant has decided on the units they want to apply for RPL, they must complete Book 1 to demonstrate their skills and knowledge for each unit and return it to the JTI Career Consultant with all the evidence to support their application for review by the Training Manager.

Step Three

The evidence a student provides must be verifiable, with recent evidence of work experience, previous training and life experience. Evidence may include but is not limited to:

- Resume
- Position Descriptions
- Performance Reviews
- Job Applications
- Samples of work
- Photos
- Conversations
- Third Party Verification Report
- Informal training certificates
- Statements of attainment and Statements of Participation
- Letters of support from professional referees
- Any other information that may be relevant in demonstrating your competency

Step Four:

The Training Manager will decide if the information sent by the applicant qualifies them for Recognition of Prior Learning. If the Training Manager deems the applicant has enough evidence for RPL, he/she will allocate an assessor who will then contact the applicant to discuss an assessment date, venue and time.

Step Five:

The Assessor will interview applicant about **the** self-evaluation documents submitted. This will take the form of a discussion of the documents presented and verification of authentication of copies of any qualifications, references, etc. The Assessor will then commence a ‘competency conversation’ with questions accessed from the RPL tool.

Note: If applicant is unable to meet the standard of answers required and does not address the key points the assessor is to ask secondary questions relating to the key points

Step Six

Once the interview is completed the assessor will review the notes from the interview and make a final decision. A decision should be made on each section of each cluster whether task needs to be undertaken in the work place or simulated at JTI premises.

If an assessment must take place at the work place, the applicant must contact workplace to schedule venue and time.

If there are any areas where the student does not receive RPL for, he/she can participate in training to seal the skills gaps, for the student to achieve a full qualification.

40. Credit transfer or Provide credit for prior studies

- a. To receive recognitions for a qualification or a statement of attainment, a student needs to be enrolled at JTI
- b. Student needs to fill the Credit Transfer form.
- c. Student needs to provide certified copies of their qualifications and Statements of Attainment to JTI or
- d. Student needs to provide JTI with original certificates and JTI staff will take a copy, and JTI staff member will sight the originals and write on the copies ‘this is a true copy of the original document’, and sign, write full names and date.
- e. Before providing credit based on a qualification, statement of attainment or record of results, JTI staff member should authenticate the information in the document (e.g. by contacting the issuing organisation that issued the document and confirming the content is valid) and/or
- f. JTI shall verify the registration of the issuing entity, including a TAFE by searching for them on the www.training.gov.au website.

JTI will not issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules completed at another RTO or RTOs.

In some cases, licensing or regulatory requirements may prevent a unit or module being awarded through a credit process.

Credit must be granted not only for studies completed at an RTO, but at any authorised issuing organisation, such as a university. In such cases, an analysis as to the equivalence of the study completed with the relevant unit/s or module/s would need to be completed before any credit could be granted.

No fees is charged for a credit transfer where the units completed are identical code by code or equivalent.

But where JTI should undertake an analysis of studies done somewhere else to see if equivalent, fees will be charged for this process.

41. Discrimination policy

Job Training Institute will ensure that discrimination does not occur, or continue to occur in the workplace, or in the provision of services.

All employees, students and business associates will receive equal treatment regardless of:

- Sex
- Race, colour, nationality, ethnic origin
- Impairment; physical disabilities, intellect, psychological
- Political or religious beliefs
- Being pregnant, a parent or Childress, de-facto spouse
- Age
- Lawful sexual activity/sexual orientation
- Marital status, including de-facto relationships
- Physical features
- Personal association

If any student or staff get discriminated they should file a consultant.

42. Legislation relating to your studies

As a student at JTI you are required to know your responsibility in relation to various Acts and Regulations that you will operate under.

These are (but not limited to):

- Skilling Australia's Workforce Bill 2005 Act
- Work Health and Safety Act 2011
- NSW Anti-Discrimination Act (1977)
- Workers Compensation Regulation 2003
- Workplace Injury Management and Workers Compensation Regulation 2002
- Affirmative Action (Equal Employment Opportunity for Women) Act (1986)
- Work Cover Legislation Amendment Act (1996 No. 120)
- Dangerous Goods (General) Regulation 1999
- Copyright Act, 1968
- Privacy Act, 1988
- Privacy Act and National Privacy Principles (2001)
- Apprenticeship and Traineeship Act 2001
- Child Protection (Prohibited Employment) Act 1998
- Commission for Children and Young People Act 1998 No 146
- Education Services for Overseas Students Act 2000
- Education Services for Overseas Students Regulations 2001
- Education Services for Overseas Students (Registration Charges) Act 1997. - As amended in 2000
- Education Services for Overseas Students Legislation Amendment (Tuition Protection Service and Other Measures) Bill 2011
- Education Services for Overseas Students (Registration Charges) Amendment (Tuition Protection Service) Bill 2011 and
- Education Services for Overseas Students (TPS Levies) Bill 2011.
- National Code 2007
- National Vocational Education and Training Regulator Act 2011

43. Alcohol and illegal drugs:

Students found to be under the influence of alcohol and/or drugs will be asked to leave the Institute. Alcohol and illegal drugs are not allowed on Institute premises; and any students found in possession of these substances will be asked to leave immediately. Any illegal activity will be reported to the

appropriate authority. Dismissal from the training programme, should these circumstances persist will be at the discretion of the CEO.

44. Student workplace health and safety procedures

JTI realises its responsibilities to students, academic and other staff members to ensure a safe and healthy academic and working environment. JTI operates per appropriate Workplace Health and Safety Standards and Procedures.

First Aid Kits are located at each campus (please ask campus manager if you cannot locate the First Aid Kits)

45. Student Conduct and Etiquette (Disciplinary Information)

JTI expects students enrolled in all courses to behave in a professional and dignified manner in regard to fellow students and trainers.

Students guilty of the following will be given a notice of expulsion in writing and fees will not be refunded:

- Cheating in class tests or examinations
- Intimidating other students
- Being disrespectful to staff and other students
- Being rude to a trainer or any other member of Staff or guest trainer
- Causing disruption in a class
- Engaging in misconduct deemed unsuitable or unprofessional
- Any other behaviour that is inappropriate

Malicious damage to equipment and/or stealing materials or products **will result in instant dismissal.**

If a student persists in not abiding by the policies and procedures the Senior Trainers/Training Managers may choose to contact the student's parents if they are under 18. If the matter is not resolved, the Senior Trainer reserves the right to discharge the student from JTI. Under these circumstances a student may have the right of audience or a right of appeal to the CEO. Such right of audience or appeal must be requested in writing to the CEO within seven (7) days of suspension or expulsion. See student Complaints and Appeals Policy.

The decision of the CEO shall be final and binding upon all parties. No refund will be given.

46. Student personal safety

It is important to enjoy your city and your campus.

JTI ensures the safety of the students by doing the following:

- For evening classes, there is always an administration person at the reception.
- Doors are locked after hours.
- There is proper lighting in the buildings.
- The lifts have emergency contact numbers in case of failure and
- The police stations are within easy reach to each campus. These can be contacted by calling 000.
- First Aid Kits are in each campus (please ask our staff if you cannot locate the First Aid sign)

The following tips will assist to protect the student from unsafe situations.

Safety on campus for JTI students include:

- Students are to know the layout of JTI's campuses including the emergency exits.
- Students are to move away from any threatening behaviour where possible.

- Students are not to leave valuables such as wallets or mobile phones unattended.
- Students are to avoid isolated areas and move around campus with other students where possible.
- Students are to avoid leaving the campus too late.
- Students are to contact a staff member immediately if they observe anything suspicious occurring in or around the campus.

Safety in Work Placement

- Students are to make themselves aware of all safety procedures in their work placement, including evacuation fire warning procedure.
- If the location of the work placement is unsafe for the student to travel (far from the car park, far from public transport), they are to speak to a JTI Work Placement Coordinator so that an alternative work placement can be arranged.
- If students are to perform any task at their workplace that they think will compromise on safety and health, they are to speak to their Work Placement Supervisor. If this does not resolve the problem, they are to contact the JTI Work Placement Coordinator.

Safety on transport

- Students are to use a timetable to plan their travel and avoid unnecessary delays.
- They are to park their car in busy areas rather than dark quiet spots.
- They are to be aware of who is around.
- Students are not to respond to aggressive behaviour and avoid eye contact with others.
- Students should drive their car with doors locked and windows closed always.
- Where possible they are to use public transport (JTI Campuses are located near to public transport).

Safety on the street

- Student are to stay alert as awareness is their best defence.
- Student are to cross the street if they feel unsafe.
- Students are to be confident and aware of their surroundings.
- Students are to walk on major roads and paths at night; and not take short cuts through parks.
- If approached by a stranger, they should keep a safe distance.
- If approached for money, students are to advise they have no cash, avoid eye contact and move toward other people.
- If an individual feels they are being followed, they are to change direction and seek a safe place.
- Students are to keep personal items such as wallets and bags close to their body or out of sight.
- Students are to have keys ready to quickly enter the home or car.

General safety steps to take right now

- Students should take the time to consider where they might be at risk and what steps they can take to make it safe.
- They should program the emergency number 000 into their mobile phone.
- They should tell people where they are going and what time they will return.
 - They should avoid carrying non-essential items such as passport and large amounts of money.

In case of an emergency at JTI premises, the following is to be done:

- Call **000** and inform of the emergency
- If asked to leave the building, students and staff are to follow the instructions of the trainer or warden giving the instructions
- No one should use the lifts if unsafe to do so.
- EXIT signs are to be followed.
- Assist self-first, and then assist fellow students/staff.

- In case anyone has been left in the building, people in charge should be informed.

Student Conduct and Etiquette (Disciplinary Information)

JTI expects students enrolled in all courses to behave in a professional and dignified manner with fellow students and trainers.

Students guilty of the following will be given a notice of expulsion in writing:

- Cheating in class tests or examinations;
- Intimidating other students;
- Being disrespectful to staff and other students;
- Been rude, or discourteous to a trainer or any other member of Staff or guest trainer;
- Causing disruption in class; and/or
- engaging in misconduct deemed unsuitable or unprofessional and
- Any other behaviour that is inappropriate
- Malicious damage to equipment and/or stealing materials or products will result in instant dismissal.

Fees will not be refunded if a student is discontinued due to misconduct.

If a student persists in not abiding by the policies and procedures the Training /Course Manager may choose to contact the student's parents if they are under 18. If the matter is not resolved, the Training/Course Manager reserves the right to discharge the student from JTI. Under these circumstances a student may appeal per JTI complaints and appeals policy

47. Plagiarism, Cheating and Collusion

At JTI, plagiarism, cheating and collusion is not allowed and every student must sign a declaration for each assignment submitted, confirming the work they have submitted is their own and has not been copied from any other source.

Plagiarism is taking and using someone else's thoughts, writings or inventions and representing them as your own.

Cheating is employed to create an unfair advantage, usually in one's own interest, and often at the expense of others.

Collusion is when two or more students work together in the preparation and production of work (unless the teacher approves group work) which is then submitted by everyone in identical, or very similar form and/or is represented by each to be the product of their own individual efforts.

The following list outlines some of the activities for which a student can be accused of in breach of this policy.

- Presenting any work by another individual as one's own
- Handing in assessments like or copied from another student.
- Presenting the work of another individual or group as one's own work.
- Having another person write an assignment/assessment or part of an assignment/assessment for you.
- Copying phrases, sentences, sections, paragraphs etc. from another person and not citing the source
- Handing in someone else's assessment/assignment and declaring it as your own.
- Modifying or paraphrasing someone else's ideas or writings and submitting them as your own.
- Submitting an assignment previously handed in for a previous class or assessment.
- Assessment information cut and pasted from the internet indicating no originality on student's part

Consequences of Plagiarism, Cheating and Collusion

Plagiarism, Cheating and Collusion are serious acts and may result in a student's exclusion from a unit or a whole course. As a student if you have any doubts about including the work of other authors in your assessments, please consult with your trainer.

In the first instance, when a student is found to have plagiarised or cheated in an assessment they will be issued with a first warning and will need to re do the affected part of their assignment. The second warning will result in the student being excluded from the unit or course.

48. Student withdrawal policy

If a student has completely failed to respond to the trainer's emails/calls in the first 2 weeks of contact, the trainer is to issue an Intention to Withdraw (ITW) letter. A template is available on VETtrak. It is important that details of the attempted contact are recorded on VETtrak.

A Student can only be withdrawn if;

- The student does not attend class and the trainer has attempted to contact the student via telephone/email/SMS. If the student does not respond or attend class for more than 2 weeks and after the trainer has made a minimum of 3 attempts to contact, the trainer is to issue an ITW.
- If the student has not responded within 7 days after the Intention to Withdraw has been issued.
- All attempts to contact the student have been recorded on VETtrak as this is evidence of training and/or support and / or
- The student has completed the "Withdrawal Form"

If student requires to defer the course due to unexpected circumstance (travel overseas, pregnancy, ect), the longest period for student's deferral is 3months by providing supporting documents. If student is not able to restart the course within 3months, student should fill withdrawal form.