

## PRE ENROLMENT INFORMATION

### Hours of Operation:

Monday to Thursday	8.30am – 5pm
Friday	8.30am – 3.30pm

### Contact Details:

2/22 Hervey Range Road  
Kirwan QLD 4817  
[enquiries@jobtrain.com.au](mailto:enquiries@jobtrain.com.au)

Ph: 07 4723 1666  
Fax: 07 4723 1150  
[www.jobtrain.com.au](http://www.jobtrain.com.au)

### Client Selection, Enrolment and Induction/Orientation Procedures:

Jobtrain clients enrol in a range of courses ranging from short fee-for-service courses to full time traineeships.

Our Qualifications range from Level II to Level IV. Certificates are issued for the completion of a full Qualification and Statements of attainment are awarded to students who successfully complete components of certificates.

Clients must enrol prior to commencement of the course/training and induction will occur at the commencement of the course.

### Course Information, including Content and Vocational Outcomes:

All course information including content and vocational outcomes can be found in reception. If further information or clarification is required Jobtrain staff will be happy to assist you.

### Fees and Charges:

In accordance with the Australian Quality Training Framework (AQTF), prior to the commencement of a course each individual student will not be charged more than \$1000 of the total cost.

Jobtrain offers flexibility in payment plans to our students to cater for individual circumstances. The options are as follows:

- A student may choose to pay unit by unit as they complete their qualification
- OR
- A student may choose to pay a deposit prior to the commencement of the course. As stated above this payment would not exceed \$1000.
- The student could then pay the remaining amount of their course cost once they have commenced their training. The total amount is not to exceed \$1500
- Any outstanding balance is to be paid prior to receiving the qualification

For students, the total cost of the course / qualification includes the cost of training resources or workbooks and administrative costs.

Information relating to fees for each course offered by Jobtrain is contained within each course/training outline which can be provided on request. Fees will cover the full cost of training include all learning resources.

For Jobtrain to complete your RPL assessment process a non-refundable fee of \$200 is applicable. If it is identified during the RPL process that you do not have sufficient evidence for a unit, then you can either:

- be charged per unit to complete the learning and assessment required to be deemed competent.
- receive a partial completion Certificate for the units that you are able to provide sufficient evidence for.

Fees should be paid within 7 days of receiving an invoice from Jobtrain. We may discontinue training if the fee is not paid as required.

Certificates will not be issued if fees are outstanding except for state funded trainees

**Credit card payments will attract a 3% surcharge.**

## **Refunds**

Once we are notified that a student chooses to discontinue their training a refund will be issued for the component of the training not completed if payment has been received. We are entitled to retain fees for any component of the course completed up until the point of discontinuation notification by the student.

If a student discontinues their training without informing Jobtrain and Jobtrain staff have made attempts to contact the student with no success – then after a 12 month period the student will not be entitled to a refund for the remainder of the training not completed.

Students who cancel their enrolment before the commencement of a training program will be entitled to a full refund of fees paid. Requests for refunds will be processed and transacted at the end of each month in which the cancellation notification was received.

Where a student has purchased training workbooks and subsequently cancels, Jobtrain may not refund monies for the text unless a written request for a refund is received and Jobtrain is satisfied that the text is in as-new condition.

## **Provision for Language, Literacy and Numeracy Assistance:**

Language, literacy and numeracy skills underpin almost all areas of work. This is particularly true for many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

Jobtrain has support services to cater for your language, literacy and numeracy needs. Tick the appropriate box on the enrolment form and let us work together to undertake your choice of training.

Jobtrain has a Language, Literacy and Numeracy Policy and information is available from Reception staff.

## **Client Support, including any External Support the RTO has arranged for Clients:**

Jobtrain supports its clients' training and assessment process in every way possible. Please approach your trainer if you feel you are in need of additional support. If you are having difficulties and need to access further support, please approach your trainer or the Manager and he/she will try and assist with support and referrals.

## **Flexible Learning and Assessment Procedures:**

All assessments are fair and non-discriminatory. Trainers will explain all assessments and their outcomes before the assessment begins. All clients have the right to appeal assessment outcomes.

Should you have any concerns in regards to this, please note that you have the right to appeal assessment outcomes. The appeal period is for 10 working days after the assessment result has been given to the student.

## **Conduct:**

Jobtrain takes great pride in the professionalism of its staff and clients. Please note the following guidelines:-

- Respect Workplace Health and Safety policies and procedures.
- Professional attire must be worn. Thongs, revealing clothing, excessive jewellery and poor personal hygiene are deemed to be inappropriate.
- Swearing, bullying and sexual harassment is not tolerated. Jobtrain does not tolerate unlawful conduct and does not conduct business with unlawful / offensive / unethical individuals or groups.
- Please respect confidential information. You may have access to your training file by asking your Trainer.
- Smoking is not allowed in buildings or company vehicles.
- Do not behave in a manner prejudice to age, ability, culture, gender or political/personal preference.

## **Disciplinary Procedures:**

Jobtrain does not tolerate unlawful conduct or professional misconduct from its staff/clients/professional relationships. Jobtrain does not conduct business with unlawful /offensive / unethical individuals or groups. If any person is considered to be behaving in this manner they will be asked to leave the premises or course of study.

## **Staff Responsibilities for Access and Equity:**

Jobtrain ensures that its training and assessing is responsive to the diverse needs of all clients. Jobtrain implements approaches and strategies to support access and equity to benefit individuals participating in VET and provide a service that is available to everyone on an equitable basis.

## **Appeals and Complaints Procedures:**

Jobtrain has a fair and equitable complaints and appeals process, see below the procedure to follow if you have a complaint or would like to appeal a decision.

- Approach the person with whom you have a complaint or appeal.

- If the issue can't be resolved then please put your complaint/s in writing and forward to the Manager. Request an appointment with the Manager to discuss your issue/s.
- If the complaint/s can't be resolved then the Manager will forward your issue/s to the Board
- If the issue/s still can't be resolved then the Board will forward you a written list of recommendations including external parties that may be able to assist.

### **Recognition of Prior Learning (RPL) Arrangements and Credit Transfer:**

Under the Australian Quality Training Framework (AQTF) standards, Jobtrain recognises and accepts the assessment decisions and qualifications issued by any other Registered Training Organisations.

Recognition of prior learning acknowledges skills and knowledge gained through work experience, life experiences and/or formal training. You are encouraged to give serious thought about applying for RPL to have your previous and valuable experience recognised.

You could gain credit towards part or all of a qualification. To apply for RPL you will be required to fill out the RPL application kit and Self Assessment and submit evidence documentation – evidence may be submitted electronically – however – formal certificates will need to be verified as true copies.

For Jobtrain to complete your RPL assessment process a non-refundable fee of \$200 is applicable. If it is identified during the RPL process that you do not have sufficient evidence for a unit, then you can either:

- be charged per unit to complete the learning and assessment required to be deemed competent.
- receive a partial completion Certificate for the units that you are able to provide sufficient evidence for.

Students who wish to gain credit for already acquired accredited training must bring their qualification, statements of attainment to be evaluated and sighted as a true copy by an authorised Jobtrain staff member.

### **Certification:**

On successful completion of an accredited course, clients are issued with a Qualification. Statement/s of Attainment are issued for partial completion of a Qualification. The cost of replacing a Student's Certificate if it is lost / or damaged in transit to the student will be of no charge.

If the student loses the Certificate or requires an additional one, then a fee of \$15 will be charged.

### **Referencing and Plagiarism:**

Where you are making significant reference to the work of others you must acknowledge this by providing the name of the author and the publication information

If you do not acknowledge other authors you are incorrectly claiming the work as your own. This is called plagiarism. In all Australian educational institutions plagiarism is unacceptable.

## Client Support, Internal and External Support:

Jobtrain supports its clients training and assessment process in every way possible. Please approach your trainer if you feel you are in need of additional support.

If you are having any difficulties and need to access further support, please approach your trainer or the Manager and they will assist with the support and referral process. If you require any information about the Community Services available in the Townsville area please ask at Reception for assistance.

## Emergency Evacuation:

Please sign the attendance book at Reception when entering the Jobtrain building. This will be used to identify all persons present in the building after evacuation due to a fire or other emergency procedure.

## Additional Information:

- **Punctuality:** Please be punctual for your training session and observe the time allowed for breaks.
- **Attendance:** If you are sick or there is some urgent problem that prevents you from undertaking training when we have organised it with you, you must contact us before 9.00am that day – or beforehand if you know there will be a problem. Jobtrain has a 24-hour answering service that can take messages left outside normal working hours.
- **Food and Drinks:** Food and drinks must be consumed in designated areas and not in the Computer Training Room. Tea and coffee facilities are available for you.
- **Smoking:** The premises and vehicles of Jobtrain are no-smoking areas therefore no smoking is allowed anywhere on the premises or within 4 metres of the front door.
- **Personal Presentation:** Footwear must be worn at all times and appropriate clothing for an office environment.
- **Incoming calls:** Only urgent calls will be taken and held at reception desk. As a courtesy to other learners all mobile phones must be on 'silent' while on Jobtrain premises.
- **Career Guidance:** Jobtrain offers their students career guidance including resume preparation and job applications.

In the event of a fire leave the building immediately and assemble at the Emergency Evacuation Point which is in the **large** car park in front of the premises. Remain there until a member of staff has checked you off the list.

## Welfare and Guidance Services:

Assistance Type	Organisation	Contact Number
Personal Issues	Life Line	131114
Financial Help	Centrelink	136240
Women's Issues	Women's Centre	4775 7555
Indigenous Issues	Magani Malu Kes	4771 5740
Literacy and Numeracy	TAFE	4750 5211 / 1300 130 084
English / Non-English		

If you require any further information about the Community Services available in the Townsville area please ask at Reception for assistance.