



# Student Handbook

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## WELCOME

Welcome to JB Hunter and congratulations on choosing us to be a part of your continuing education. This handbook is designed to give you an overview of what you need to know about your vocational program. The education and well-being of our students is a priority to us and it is important that you are informed about the range of services in place and choices available to you to support your education.

JB Hunter is a Registered Training Organisation (RTO ID 90277) with over twenty year's experience delivering quality nationally accredited and non-accredited telecommunications training. By training with us you will be able to construct the skills and knowledge for a career in telecommunications. Offering competency based training and consultancy services, JB Hunter partners with organizations and individuals alike to ensure the training delivered matches the identified needs.

The telecommunications industry in Australia is changing rapidly, particularly with the roll out of the National Broadband Network (nbn™). We continually invest in ensuring our team and resources are in step with the latest technology and industry practice to provide the best possible experience for our learners. We are well equipped to assist you in making decisions about your future training and career options as well as other possible pathways for your vocational education.

For those with telecommncations experience, enquire about our Recognition of Prior Learning (RPL) process. RPL allows experienced learners to be formally recognised for skills and experience gained from a variety of learning contexts.

Congratulations on becoming a JB Hunter learner. It is our aim to provide you with a high level of quality and flexibility that will support a successful partnership in training now and into the future.

Best Wishes

A handwritten signature in black ink that reads "John Croxson".

**John Croxson**

Managing Director

## VISION

At JB Hunter we strive to:

- Lead the telecommunications training industry in training excellence
- Be first choice for the provision of telecommunications training services
- Advance telecommunications training to foster the economic development of our clients and communities
- Provide innovative and high quality training services to raise the standards of telecommunications training

## CORE VALUES

At JB Hunter we:

- Act professionally and conduct ourselves with integrity
- Are committed to meeting our client's need
- Treat all people and entities with dignity and respect
- Maintain accountability to our clients and regulators

## STUDENT ENROLMENT AND SELECTION

JB Hunter promotes equal opportunity and the inclusion of all students. There are no restrictions placed on entry to any of our training programs, however it is important to note the following considerations:

- Some of the training programs delivered by JB Hunter require a moderate level of physical exertion during the practical components of the course. You may choose not to participate in a given activity, however, it is important to understand that in making such a decision you may fail to satisfy the practical assessment components required to be deemed competent.
- If you suffer from Colour Vision Deficiency (CVD) you are required to advise JB Hunter prior to enrolment. This is particularly important if you are wanting to undertake training for Open Cabling Registration or any of the copper jointing or fibre jointing training programs. The extent of CVD would then need to be established through testing to determine what options would be available to you to participate in this training.
- Each unit of competency (UoC) generally identifies the language, literacy, numeracy and employment skills incorporated in the performance criteria that students require for competent performance. The enrolment process will include a Language, Literacy and Numeracy (LLN) assessment to establish any LLN support needs prior to the commencement of training.
- Some units of competency have pre-requisite units of competency that are required to be held prior to undertaking training in certain competencies (and at least required prior to the determination of those competencies). It is important that you read the course information clearly to understand any pre-requisite relationship to the training and whether you:
  - Need to hold the UoC prior to enrolling with JB Hunter, or

- o Need to complete the UoC with JB Hunter prior to attending training in its related UoC, or
- o Can complete the UoC at any time prior to the determination of competence
- Some of the training programs require you to have certain Personal Protective Equipment or printed copies of documents when attending training and assessment, this information will be sent to you via text message in the course reminder prior to course commencement

## UNIQUE STUDENT IDENTIFIER

From 1st January 2015 all students in Australia undertaking nationally recognised training in a qualification, skill set or standalone unit(s) of competency are required to have a Unique Student Identifier (USI). A USI is a reference number made up of ten (10) numbers and letters that:

- Creates a secure online record of your nationally recognised training and qualifications gained in Australia
- Will give you access to your training records and transcripts for training completed after 1 January 2015
- Can be accessed online, anytime and anywhere
- Is free and easy to create

The USI will stay with you for life and will be recorded with any nationally recognised Vocational Education and Training (VET) course. You must have a USI before a Registered Training Organisation (RTO) can issue your Certificate or Statement of Attainment.

Once you create your USI, you will need to give your USI to each Registered Training Organisation you study with so that your training outcomes can be recorded and linked in your USI account. Once a USI account has been set up you will be able to:

- View and update your details in your USI account
- Give your training organization permission to view and/or update you USI account
- Give your training organization view access to your transcript
- Control access to your transcript
- View online and download your training records and results

JB Hunter recommends that learners create their own USI via the Unique Student Identifier website [www.usi.gov.au](http://www.usi.gov.au)

The following steps show you how to create a USI:

**STEP 1:** Have at least two (2) forms of identification from the list below ensuring your legal name is the same across the identification documents:

- Driver's Licence – issued in Australia
- Medicare card – current and issued in Australia
- Australian Passport - current



- Australian Birth Certificate
- Visa
- Certificate of Registration by Descent
- Citizenship Certificate
- Immigration Card

**STEP 2:** have your personal details ready (e.g. email, address, mobile number)

**STEP 3:** Visit the USI website at [www.usi.gov.au](http://www.usi.gov.au)

**STEP 4:** Select the "Create a USI" link and follow the steps

**STEP 5:** Agree to the Terms and Conditions

**STEP 6:** Follow the instructions to create a USI. This should only take a few minutes and your USI will be sent to you via your chosen method of notification e.g.: SMS or email

**STEP 7:** Make note of the USI and record in a safe place. If you forget or lose your USI, simply revisit the website and follow the prompts to reset your password and/or find your USI number

## REGISTRATION AND INDUCTION

Course outlines for each course can be found on the JB Hunter website [www.jbhunter.edu.au](http://www.jbhunter.edu.au). A calendar of available training programs can also be viewed and bookings made through the website. For customized or group training please complete a booking enquiry through our website or contact one of our Client Managers on **1800 672 933** or **(02) 4940 1333**

Enrolments are generally completed via the website booking process or in the classroom prior to the commencement of training. The booking process requires JB Hunter as an RTO to collect AVETMISS data. AVETMISS stands for the Australian Vocational and Education and Training Management Information Statistical Standard. It is a national data standard that ensures consistent and accurate capture and reporting of Vocational Education and Training (VET) information about students and includes information on who students are, where students study and what students study.

Students are responsible for providing JB Hunter with accurate personal details including their physical address, email and postal addresses. In the event that your information changes, students are responsible to update this information via their student portal (access to JB Hunter student portal is granted once enrolment has been completed). JB Hunter does not accept responsibility if correspondence fails to reach students who have not kept their information up to date.

Upon completion of your enrolment into a JB Hunter training program, you will receive a booking confirmation detailing important information about the training including location and venue information, dates and times, any specific health and safety requirements that might apply to the

training (this includes what PPE and equipment you may need to bring on the day). In addition you will receive an email detailing your username and password to the JB Hunter learner portal. This will enable you to access and update your personal information and contact details, view your training progress and locate any learning materials that might apply to your particular program.

It is important this is not confused with the link to the online learning portal where currently any elearning modules of the training are located.

Learners attending Restricted and/or Open Cabler Registration courses are responsible to provide their own copy of the telecommunications wiring rules, AS/CA S009. It is a mandatory requirement that it is an unmarked hardcopy. JB Hunter do not supply copies of AS/CA S009. Learners can obtain a copy of AS/CA S009 through Standards Australia on **1800 035 822** or downloaded from JB Hunter website [www.jbhunter.edu.au](http://www.jbhunter.edu.au)

Prior to course commencement your facilitator will also conduct an induction which will provide the following information:

- Overview of the course and the expected outcomes
- Methods of delivery and assessment procedures
- Schedule of delivery and assessments
- Student/facilitator expectations and responsibilities
- WHS issues and procedures

## IDENTIFICATION

Either during the enrolment or prior to the commencement of training, learners will be required to supply evidence of their identification. Acceptable identification documentation includes passport photos, drivers or motorcycle license or a proof of age card.

## TRAINEE ENROLMENT

The process for signing up trainees/apprentices is a little different. For these enrolments, a JB Hunter Client Manager will support the sign-up process by coordinating the trainee, employer and JB Hunter to ensure that:

- The correct information is collected,
- Each party understands their rights, responsibilities and obligations under the enrolment contract,
- Each party is fully aware of all fees and charges associated with the training and
- Develops a training plan that ensures the trainee receives training relevant to their job role and which meets the requirements of the relevant training package

Depending on the state where training is being delivered, any funding that might be attached to the training and whether the trainee/apprentice is an existing worker or new entrant, will all impact on the requirements around work placement, work experience, employer supervision arrangements, training records and other documentation that may become part of the training or

traineeship/apprenticeship. Where work placement is required, JB Hunter will make every effort to link students with suitable work places, however this cannot be guaranteed. In some instances, students may be required to secure their own suitable workplace arrangements.

JB Hunter has funding contracts in several Australian States and Territories – refer to the website for more information. Each funding contract has slightly different conditions and requirements and these will be explained prior to and during the registration and induction process. This process will ensure that each trainee/apprentice, employer and training provider have clear guidelines around eligibility, any applicable fees, charges, concessions, payments and refunds, required supervisory arrangements and documentation and record keeping requirements.

## **STUDENT CODE OF CONDUCT**

### ***Student Rights***

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Learn in a healthy and safe environment where the risks to personal health and safety are minimised
- Have their personal details and records kept private and secure according to our Privacy Policy
- Access the information JB Hunter holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution. Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program
- Provide feedback to JB Hunter on the client services, training, assessment and support services they receive
- Be informed of any changes to agreed services, and how it affects them as soon as practicable

### ***Student Responsibilities***

All students, throughout their training and involvement with JB Hunter are expected to:

- Treat all people with fairness and respect and not do anything that could offend, embarrass or threaten others
- Not harass, victimise, discriminate against or disrupt others
- Treat all others and their property with respect
- Respect the opinions and backgrounds of others
- Follow all safety policies and procedures as directed by staff



- Report any perceived safety risks as they become known
- Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
- Notify us if any of their personal or contact details change
- Provide relevant and accurate information to JB Hunter in a timely manner
- Approach their course with due personal commitment and integrity
- Complete all assessment tasks, learning activities and assignments honestly and without plagiarism or infringing on copyright laws
- Prepare appropriately for all assessment tasks and training sessions
- Notify JB Hunter of any difficulties that arise as part of their involvement in the program
- Notify JB Hunter if they are unable to attend a training session for any reason at least 12 hours prior to the commencement of the activity

## **CLASS ATTENDANCE**

If you are enrolled in a class-based course, it is an expectation that you attend every class in order to complete the necessary training and assessment components of the course. Students are asked to arrive at training at least 15 mins prior to the commencement of training to ensure any registration or housekeeping issues can be addressed.

Where learners are unable to attend a scheduled class, they are to contact JB Hunter's training administration team on **1800 672 933** as soon as possible to avoid additional fees. Non-attendance for part of a program may require you to reschedule or resit the program at a later date.

Non-attendance at a JB Hunter training and assessment sessions may incur fees. For more information refer to our fees and charges section of this handbook.

## **USE OF DEVICES**

JB Hunter understands that life doesn't stop just because you are in a classroom. However, we do ask that mobile phones are on silent/vibrate and not visible during training.

Where electronic devices are required for training and assessment purposes, this will be explained during the induction. However, the internet and electronic devices must be turned off and out of reach during assessments.

The assessor will advise JB Hunter of any deviation from these practices. Failure to turn off electronic devices during an assessment may result in exclusion from the class and require a re-sit of the assessment.

## **CERTIFICATION**

Student who successfully complete the training and assessment, will be deemed competent at the completion of a course and will be eligible for a Statement of Attainment or Testamur which

contains the nationally recognised units of competency/qualification attained.

There are a few courses provided however, for which there are no nationally recognised units of competency. For these non-accredited courses, successful completion will lead to a Certificate of Completion. Results of this non-accredited training will not be accessible through the Unique Student Identifier scheme and will not appear on any authenticated VET transcript.

Statements of Attainment (SoA) or Certificates of Completion (CoC) will be issued within thirty (30) days from the date of course completion to those students who have been deemed competent. In line with the Standards for Registered Training Organisations (RTO's) 2015, JB Hunter issues all AQF certification documentation directly to the learner.

## CONSUMER PROTECTION

JB Hunter is committed to meeting its obligations under the Competition and Consumer Act 2010, the NVR Standards for RTO's 2015 and the Smart and Skilled Consumer Protection Policy to provide consumer protection for all students so that these students are aware of their rights and avenues of complaint.

To this end JB Hunter will ensure:

- All training and assessment services will meet the legislative requirements of an RTO, be fit for purpose and delivered in the advertised timeframes
- All information provided about training products and services will be accurate and factual
- Incentives are not offered of any kind to encourage enrolment in a training product
- Information about Third Party arrangements will be clear and transparent
- Learners are informed of any entry requirements prior to enrolment
- It is determined that learners meet the entry requirements prior to enrolment
- Marketing is undertaken that is not misleading or deceptive
- Learners are provided with the following information prior to enrolment
  - The Complaints and Appeals Process
  - The Fee, Charges and Refund Policy
  - Fee Protection Policy
  - Learner rights and responsibilities
  - Course specific details
- Any complaint is treated as an opportunity to review and improve our services and will be included as part of our Continuous Improvement Process
- Written consent will be obtained from anyone whose photograph, testimonial, logo or work is used in any form of marketing or promotion
- All personal information will be recorded and stored in line with the National Privacy Principles

For students undertaking training and assessment under the NSW Smart and Skilled Program, the following procedures will apply in addition to the above:

- The Quality and Assurance Manager will be the designated Customer Protection Officer and their role will be to handle all complaints and grievances and to ensure compliance with Consumer Protection legislative and Smart and Skilled contractual compliance
- Details of, or links to the Smart and Skilled website and **1300 772 104** contact number will be made available on the website and in the JB Hunter Student Handbook
- Every attempt will be made to resolve any student complaint using the Complaints and Appeals Policy
- There will be no offer of inducements of any kind, either directly or through marketing agents to encourage student enrolment

The JB Hunter Consumer Protection Officer is:

Susan Barnes

Quality and Assurance Manager

Email: [ofi@jbhunter.edu.au](mailto:ofi@jbhunter.edu.au)

Phone: (02) 4940 1333

The Smart and Skilled Consumer Protection Strategy can be located by clicking on the following link: [www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/consumer\\_protection\\_strategy.pdf](http://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/consumer_protection_strategy.pdf)

## **FEES AND CHARGES**

JB Hunter reserves the right to change or alter course fees without notice for fee-for-service training places. For government funded training places, fees will be charged in accordance with the fees and charges that apply to the relevant state funding contract. Note that fees for education under the VET system do not attract GST.

### ***Fee Inclusions***

Unless specified otherwise, course fees include the cost of all compulsory training and assessment material including learner guides. Course fees also include the issuance of one (1) copy of the relevant AQF Testamur, Statement of Attainment or Certificate of Completion to a student upon completion or withdrawal from their training. Where a replacement certificate is required, an upfront fee of \$25 will apply.

### ***Payments***

JB Hunter has two (2) types of payment options available. These are either payment by invoice or credit card.

For individual registrations, students will be required to make payment via credit card, through our website prior to attending courses (not applicable to trainees/apprentices).

For corporate registrations (including trainees/apprentices), an invoice stipulating account payment terms may be raised upon receipt and approval of a credit application, prior to the commencement of the course.

### ***Fee Protection***

JB Hunter will not collect pre-paid fees of more than \$1500 from each individual learner prior to the commencement of an accredited training program. Following course commencement, JB Hunter may require payment of additional fees in advance of the learner, but only such that at any given time, the total amount required to be paid which is attributable to training services yet to be delivered does not exceed \$1500.

Where the total course fee is more than \$1500, payment plans are available. Information on payment plans will be clearly outlined prior to enrolment. This ensures the protection of fees in line with the Standards for RTO's 2015 requirements and other state government contractual agreements. Student fees are also protected by JB Hunters fair and reasonable refund policy which is outlined to clients prior to enrolment.

## **CANCELLATIONS, REFUNDS AND TRANSFERS**

### ***Refunds***

JB Hunter may provide a refund upon receiving a complaint or an appeal by a customer or in the event that JB Hunter, or a third party, fails to provide the agreed service. Refunds are not available to students that are deemed "not yet competent" or who leave prior to the completion of a course.

The appeal must be received no later than two (2) weeks from the training completion date. Appeals received after this time will not be considered. An appeals panel comprising the Quality and Assurance Manager, the National Training Manager and the General Manager will review appeals. The panel may determine that:

1. A full or partial refund is to be made
2. The appellant is to be offered the opportunity to re-attend the training at no cost or
3. The appeal is to be dismissed

The appellant must be notified of the outcome no later than two (2) weeks from the date the appeal was received.

Students funded through a State or Territory Government contract will have fees refunded in accordance with that funding contract. Please refer to our website for links to each State or Territory Funding body.

### ***Cancellations and non-attendance***

Cancellations, non-attendance or transfer requests of a JB Hunter course will incur the fees outlined below:

- 11+ business days prior to course commencement cancellation fee 10%, transfer fee 5%.
- 6 - 10 business days prior to course commencement cancellation fee 25%, transfer fee 12.5%
- 3 - 5 business days prior to course commencement cancellation fee 50%, transfer fee 25%
- 0 - 2 business days prior to course commencement or nonattendance cancellation fee 100%, no transfers
- Cancellation after being granted a previous transfer minimum cancellation fee 25%
- Transfer & cancellation fees are based on the full standard course price. Any discounts or subsidies offered will no longer apply

Please note that each student is allowed to transfer their training once before transfer fees apply.

JB Hunter reserves the right to cancel, postpone or re-schedule training courses due to low enrolment numbers or unforeseen circumstances. JB Hunter will offer a full refund or a transfer of registration, without additional charge, to the next available training course and will aim to ensure minimum disruption and inconvenience to students and customers alike.

Any debt collection fees incurred will be added to the balance of the learner or organisations's account. For funded student places, debt collection fees will be added unless the funding contract states otherwise.

## LEARNER SUPPORT

JB Hunter is committed to supporting the needs of all students. Where a student's need is outside the scope or skill of JB Hunter, we will refer students to an appropriate service or an alternate training organisation.

The list below provides contact details for support services available to students through referral. Please refer to the list to identify the most appropriate service. If a student is unsure of the service they should speak with their Training Co-ordinator or the Quality and Assurance Manager to discuss further.

## SUPPORT SERVICES LIST

<i>Organisation</i>	<i>Website</i>	<i>Phone No.</i>	<i>Email</i>	<i>Area of Support</i>
<b>AA-Alcoholics Anonymous</b>	<a href="https://aa.org.au/">https://aa.org.au/</a>	(02) 4964 1555	Available on website	Clients who are/or have been affected by alcoholism
<b>Adult Migrant English Program</b>	<a href="https://www.education.gov.au/adult-migrant-english-program-0">https://www.education.gov.au/adult-migrant-english-program-0</a>	1300 554 848	AMEPInfo@industry.gov.au	Assisting clients who have migrated to Australia and require assistance with LLN
<b>Beyond Blue</b>	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	131 677	Available on website	For clients who are experiencing anxiety and/or depression



<i>Organisation</i>	<i>Website</i>	<i>Phone No.</i>	<i>Email</i>	<i>Area of Support</i>
<b><i>Black Dog Institute</i></b>	www.blackdoginstitute.org.au	(02) 9382 2991	blackdog@blackdog.org.au	For clients who are experiencing depression, anxiety or any other mental illness
<b><i>Domestic Violence Help Line</i></b>	www.community.nsw.gov.au	1800 656 463	Available on website	For clients who are experiencing difficulties in the home
<b><i>Just Ask Us! (PTSD)</i></b>	www.justaskus.org.au	1800 422 899	Available on website	For clients who are suffering from post-traumatic stress following an event that has affected their lives
<b><i>Lifeline Australia</i></b>	www.lifeline.org.au	13 11 14	Available on website	Clients who are dealing with hardship or require assistance with personal issues
<b><i>The Reading Writing Hotline</i></b>	www.readingwritinghotline.edu.au	1300 655 506	info@literacyline.edu.au	For clients having difficulty with reading, writing and numeracy and require some training
<b><i>NA-Narcotics Anonymous</i></b>	www.na.org.au	1300 652 820	On website	For clients who are/ or have been affected by drugs
<b><i>Men's Helpline Australia</i></b>	https://mensline.org.au/	1300 787 978	talkitover@menslineaus.org.au	For male clients who have male related health issues
<b><i>Physical Disability Australia</i></b>	www.pda.org.au	1800 732 674	manager@pda.org.au	For clients who require assistance with their physical disability
<b><i>Disability Advocacy Network Aust.</i></b>	www.nds.org.au	Refer website	nds@nds.org.au	For clients who may require assistance with their disability
<b><i>Vision Australia</i></b>	www.visionaustralia.org	1300 847 466	info@visionaustralia.org	For clients who require assistance due to vision impairment
<b><i>Community Migrant Services</i></b>	http://www.cmrc.com.au/	(02) 9687 9901	http://www.cmrc.com.au/general-inquiries/	For client who may need assistance for Migration Support Services

## **LANGUAGE, LITERACY AND NUMERACY ASSISTANCE**

Where learning support is required for those with basic literacy, numeracy or other identified areas of learning difficulty, the facilitator is to be advised prior to the commencement of the course so that they can provide the first point of assistance for the student.

This will allow the facilitator to establish the level of reading, writing, speaking, listening or

numeracy that a person needs to have on the job. It will also allow the facilitator to include as much content from the real workplace as possible and what LLN skills are required eg: what procedures need to be read, what reports need to be completed etc. The facilitator will then be able to assess the most effective methods of learning and assessment e.g. listening and observing rather than reading.

If the facilitator is unable to assist to the level required, the student may be referred to an external support agency.

## **REASONABLE ADJUSTMENT**

Where possible, JB Hunter will customize their service, which includes making reasonable adjustment to the provision of training and assessment services to facilitate the successful participation of people with a disability in education and training.

JB Hunter provides work based training and assessment for those working typically in high risk work environments and so any consideration or adjustment will need to ensure that it does not compromise the integrity of the unit of competency standards.

Prior to enrolling in training, potential learners are asked to contact JB Hunter if they have any special needs that will impact on their ability to meet the physical and psychological demands of the training. Special needs requests will be directed to the National Training Manager who will consult with the applicant on the nature of the special need and any support requested. This support may be available to assist the applicant to complete the training without compromising the unit of competency standards. This process will be supportive, transparent, open and respectful of the rights and needs of the applicant.

## **E-LEARNING**

Electronic Learning (eLearning) provides learners with a blended approach to training and assessment. JB Hunter utilise eLearning to provide learners with an engaging and interactive web-based learning program. All eLearning courses available at JB Hunter are accessed at <http://jbhunter.talentlms.com/>

User names and passwords are either user created or provided by JB Hunter's training administration team. JB Hunter's eLearning system is compatible with most modern internet browsers.

Please note: JB Hunter do not guarantee seamless functionality on iPads or Android tablets as functionality depends on operating systems and choice of browser.

## **WHAT IS COMPETENCY BASED TRAINING (CBT)?**

In essence, competency based training (CBT) is concerned with assisting people to gain specific knowledge and skills that are required in a specific industry or profession. The focus on training and assessment is on the ability of the student to apply and demonstrate the relevant knowledge and skills to perform workplace tasks to the standard identified by the specific training package.

CBT focuses on the development of the skills, knowledge, behaviour and attitudes required to achieve those competency standards. One of the primary features of CBT is that each learner's achievement is measured against the competency standards rather than against the achievement of other learners.

For you to be assessed as competent you will need to demonstrate the ability to perform the task and duties to the standard expected in your employment which is found in the endorsed training package as per <https://training.gov.au/>

## **ASSESSMENT OF COMPETENCY BASED TRAINING (CBT)**

JB Hunter has in place an assessment policy that details the principles of competency based assessment. Assessment generally involves the gathering of evidence and making judgements on whether a person has achieved the relevant competence. Most of JB Hunter's training programs have both theoretical and practical components. Assessment of knowledge, skills, ability and attitude is continuous through each program.

While assessments vary from each course, JB Hunter adopts two main assessment tools to record and retain the results of the assessment. Knowledge assessments are used to provide evidence that key knowledge has been retained. Practical activities provide the necessary evidence that students can demonstrate the key competencies required to perform the skills outlined in the unit of competency. The assessment activities are pitched at the relevant AQF level relevant to the UoC or Qualification and can be conducted in the classroom, in the workplace or in a simulated setting.

The methods of assessment will be explained to you prior to the commencement of your training so that you are clear on what will be assessed, how it will be assessed and the expected level of performance required to be deemed competent. Facilitators will provide information about your progress through the training and in most cases you will be notified of the results of your assessments and any feedback at the completion of the training.

You will receive a "satisfactory" or "not satisfactory" for each assessment activity. At the end of the program the facilitator will review the results of your assessments and deem you either "competent" or "not yet competent" for each of the units of competency(s) you were enrolled in. If you are deemed competent, you will be issued with the appropriate Qualification, Statement of Attainment or Certificate of Completion.

Unsatisfactory assessment outcomes will be dealt with in a variety of ways and at the discretion of the facilitator. Minor deficits may require facilitators to allow the assessments to be redone during the training program e.g. during lunch breaks and provide the learner with the opportunity to achieve a satisfactory outcome for that activity and an overall competent outcome for the unit of competency.

Where there is a significant deficit in the assessment outcomes, students may be offered a re-sit where they can come back at a later point and re-sit the training. Generally only one re-sit is provided before the student is given a "not yet competent" outcome.

## PLAGIARISM

Plagiarism is using another's work and claiming it as your own. JB Hunter does not tolerate plagiarism at any time. Where plagiarism is suspected, a facilitator may discuss the matter with the student and/or employee and may require assessment evidence to be re-submitted.

Plagiarism includes:

- Using very close paraphrasing of sentences or whole paragraphs
- Submitting another learner's work that has previously been submitted for assessment
- Submitting another learner's work in whole or in part

JB Hunter recommends that all learners safeguard against plagiarism of their assessments. Where learners have reason to believe that their work has been plagiarised, learners need to report the matter to their facilitator.

## RECOGNITION OF PRIOR LEARNING (RPL)

Many people have gained their experience in the workplace without formal documentation or qualifications. RPL is provided specifically for such cases so that individuals, who have been performing the role and executing the tasks in the workplace, can have that experience formally assessed and a qualification issued appropriate to the experience awarded.

RPL is available to any student enrolling in JB Hunter's nationally accredited training programs. RPL procedures and application forms are available from the Training Coordinators. Evaluation of RPL will attract a non-refundable fee determined by the number of units being assessed and the estimated time to complete the assessment of evidence. Fees will be outlined at the time of inquiry.

Recognition of prior learning (RPL) or Recognition of current competency (RCC) means recognition of competencies currently held, regardless of how, when and where the learning occurred. Competency may be attained through any combination of formal or informal training and education, work experience or life experience:

- a) Formal learning refers to learning that takes place through a structured program of instruction and is linked to the attainment of an AQF qualification or statement of attainment (for example, a certificate, diploma or university degree)
- b) Non-formal learning refers to learning that takes place through a structured program of instruction, but does not lead to the attainment of an AQF qualification or statement of attainment (for example, in-house professional development programs conducted by a business); and
- c) Informal learning refers to learning that results through experience of work related, social, family, hobby or leisure activities (for example the acquisition of interpersonal skills developed through several years as a sales representative)

In order to grant RPL, the assessor must be confident that the candidate is currently competent against identified units of competency. The evidence may take a variety of forms and could include certification, third party reports, references, position descriptions, job sheets, staff appraisals,

observation, work samples and resumes. Other forms of evidence gathering such as phone calls and verbal questioning should be used to verify evidence provided and confirm competency.

As with other assessment processes, the assessor will evaluate the evidence to ensure it is:

- Current
- Authentic
- Valid and
- Sufficient

All applications will be directed to a suitably qualified JB Hunter assessor to conduct the assessment and determine if the applicant meets the requirements of competence outlined in the unit of competency.

If the application for recognition is denied, the applicant may request a review. To do this, the applicant is to follow the appeals process.

## **RECOGNITION OF QUALIFICATIONS ISSUED BY OTHER RTO'S**

JB Hunter recognises qualifications and statements of attainment issued by other RTO's enabling individuals to receive national recognition of their formal achievements.

Students wishing to have Statements of Attainment recognised will need to provide a certified copy of an original or have an original sighted and copied by a JB Hunter trainer/assessor or a member of the RTO Compliance and Administration team prior to the commencement of the course.

## **FEEDBACK, COMPLAINTS AND APPEALS**

Feedback is any information you provide in relation to our services. We are always happy to receive any positive feedback regarding our staff or services via a phone, email, written testimonials or survey responses.

However, any constructive feedback is also encouraged to be reported to JB Hunter. A complaint is an action taken by a staff member, learner or client in relation to an issue or dissatisfaction with any aspect of JB Hunter's services or operations. An appeal is a formal request to have an assessment decision independently reviewed due to student's belief that the assessment is invalid, inappropriate or unfair.

All students are encouraged to discuss any concerns or issues with their Training Co-ordinator or facilitator in the first instance. If these concerns can't be resolved through these initial discussions, a formal complaint or appeal can be lodged.

The Complaints and Appeals Form GOV-F-Complaints-v1 can be located on our website under Policies and Procedures and needs to be submitted within 2 business days of the issue occurring. JB Hunter takes all complaints and appeals extremely seriously. We recognise a complaint or appeal



as an opportunity to improve our services and we openly encourage both positive and negative feedback via our email address [feedback@jbhunter.edu.au](mailto:feedback@jbhunter.edu.au)

JB Hunter records all complaints and appeals in the Complaints and Appeals Register which is stored on a restricted access folder held on the JB Hunter server. Access to the email address is also restricted to the Quality and Assurance staff.

### ***Complaints***

The Quality and Assurance Manager will email the information onto a member of the management team to look into the complaint. After due consideration a written response will be sent by email or post to the student within 5 business days to acknowledge receipt of the complaint or appeal. The issue will be discussed with all parties involved in order to find an agreeable solution to all parties. If a solution cannot be found or it involves a senior manager, the matter will be escalated to the Board of Directors.

### ***Appeals***

An appeals panel comprising the Quality and Assurance Manager, the National Training Manager and the General Manager will review appeals. The panel may determine that:

- The appellant is to be offered the opportunity to re-attend the training at no cost or
- The appeal is to be dismissed

The complaint or appeal outcomes and reasons for the decision will be emailed to the student. If the response is satisfactory to the complainant, then the matter is closed. The initial process of reporting, recording and follow up enquiry should be finalised within 30 business days from receipt of complaint. If further action and time is required to resolve the issue, then another 30 business days will be allocated to finalise the issue.

If more than sixty (60) business days are required to resolve the complaint, JB Hunter will contact the student in writing outlining the reasons for extending the resolution timeframe. JB Hunter will regularly provide the student with updates regarding the matter and its resolution.

If the student is still unsatisfied with the final resolution, the student may respond in a written format stating why the response was not satisfactory and what resolution they seek. This will be recorded and a formal response will be sent within 5 business days by the Quality and Assurance Manager.

If the complaint or appeal is still not able to be resolved, the student has the right to request a review by an independent party who is not part of the RTO such as:

- National Training Complaints Hotline by Phone **13 38 73** (option 4) or via email please see <https://www.education.gov.au/email-complaints> for further information or other organisations that may be able to assist them

There is no cost involved in lodging a complaint or appeal with JB Hunter.

## **CONTINUOUS IMPROVEMENT**

JB Hunter values the feedback you provide us and use your suggestions to continually improve our training and services.

Following the completion of your training, you and your employer, if applicable, will be sent an online feedback survey. We would greatly appreciate it if you took the opportunity to complete this survey so we can comply with our reporting requirements and enhance our quality services.

Any potential causes of complaints and appeals identified through this process will be included in the JB Hunter Opportunity For Improvement (OFI) system and relevant Training and Assessment Strategies to reduce the likelihood of these issues occurring in the future. These issues will also be reported at the management meetings in order to improvements to be implemented throughout the RTO.

## **COMPLIANCE WITH COMMONWEALTH, STATE OR TERRITORY LEGISLATION AND REGULATORY REQUIREMENTS**

It is the policy of JB Hunter to ensure that in all dealings with staff and students, that they seek to observe and comply with all relevant Commonwealth and State legislation and regulations, particularly in relation to:

- Work Health and Safety
- Workplace harassment, victimization and bullying
- Anti-discrimination
- Privacy
- Standards for Registered Training Organisation's (RTO's) 2015
- Delivery and administration of vocational education and training
- Legislation, regulations and codes of practice associated with each qualification or unit of competency

JB Hunter is responsible for the delivery of compliant training and/or assessment and will ensure that the operations, staff and students of JB Hunter comply with the requirements of the National VET Regulator Act 2011 and the VET quality framework. JB Hunter will ensure that compliance applies across all of its operations within the RTO's scope of registration as listed on the National Register [www.training.gov.au](http://www.training.gov.au)

JB Hunter complies with the VET Quality Framework which is regulated by the Australian Skills

Quality Authority (ASQA) and consists of five (5) elements:

- Standards for Registered Training Organisations (RTO's) 2015
- Australian Qualifications Framework
- Fit and Proper Person Requirements 2011
- Data provision requirements 2012
- Financial viability risk assessment requirements 2011

You can view these documents on [www.legislation.gov.au](http://www.legislation.gov.au)

Students are expected to assist and cooperate in ensuring that individual rights are respected and upheld throughout all training related activities. JB Hunter strives to provide a safe and supportive training environment and as such does not tolerate inappropriate behaviour including sexual harassment, bullying, racism and unlawful discrimination of any kind.

More information on Acts and Regulations can be found by visiting the following links:

- Commonwealth: [www.comlaw.gov.au](http://www.comlaw.gov.au) or [www.legislation.gov.au](http://www.legislation.gov.au)
- NSW: [www.legislation.nsw.gov.au](http://www.legislation.nsw.gov.au)
- VIC: [www.legislation.vic.gov.au](http://www.legislation.vic.gov.au)
- WA: [www.legislation.wa.gov.au](http://www.legislation.wa.gov.au)
- SA: [www.legislation.sa.gov.au](http://www.legislation.sa.gov.au)
- NT: [www.legislation.nt.gov.au](http://www.legislation.nt.gov.au)
- TAS: [www.legislation.tas.gov.au](http://www.legislation.tas.gov.au)

## PRIVACY

JB Hunter is committed to providing quality services to you and ensuring that we manage our ongoing obligations regarding collection and use of your personal and sensitive Information.

JB Hunter collects personal information in accordance with the Australian Privacy Principles (APPs) contained in the Privacy Act 1988 (Cth) (the Privacy Act) , Data Provision Requirements 2012 and the Australian Vocational Education and Training Management Information Statistical Standard (AVETMISS) for VET Providers.

The APPs govern the way in which we collect, use, disclose, store, secure and dispose of your Personal Information. A copy of the Australian Privacy Principles may be obtained from the website of The Office of the Australian Information Commissioner at <https://www.oaic.gov.au/>

JB Hunter collect your personal and sensitive information for the primary purpose of providing our services to you, providing information to our clients and marketing will only use and disclose

information about learners and clients, where it is reasonably necessary to conduct business and when:

- For the primary purpose for which it was obtained
- For a secondary purpose that is directly related to the primary purpose
- With your consent; or where required or authorised by law

JB Hunter's privacy policy as well as other forms, policies and procedures are available on our website, see our policy and procedures page for full privacy policy document.

### ***Third Parties***

Where reasonable and practicable to do so, we will collect your Personal Information only from you. However, in some circumstances we may be provided with information by third parties. In such a case we will take reasonable steps to ensure that you are made aware of the information provided to us by the third party.

### ***Security***

Your Personal Information is stored in a manner that reasonably protects it from misuse and loss and from unauthorised access, modification or disclosure. When your Personal Information is no longer needed for the purpose for which it was obtained, we will take reasonable steps to destroy or permanently de-identify your Personal Information. However, most of the Personal Information is or will be stored in client files which will be kept by us for a minimum of 7 years.

### ***Access***

You may access the Personal Information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your Personal Information, please contact us in writing through the Student portal. JB Hunter will not charge any fee for your access request, but may charge an administrative fee for providing a copy of your Personal Information. In order to protect your Personal Information we may require identification from you before releasing the requested information.

### ***Direct Marketing***

Direct marketing involves the use or disclosure of personal information to communicate directly with an individual to promote goods and services. JB Hunter does not disclose personal information that it holds for the purpose of direct marketing unless an exception applies.

Where JB Hunter is permitted to use or disclose your personal (other than sensitive) for the purpose of direct marketing, we will always:

- Allow you to request not to receive direct marketing communications known as "opting out", and
- We must comply with your request

## WORK HEALTH AND SAFETY

JB Hunter is committed to providing a workplace that is safe and healthy through the provision of a workplace that is safe to work in with working procedures that are safe to use.

Students are asked to observe the following guidelines to assist in achieving and maintaining a safe working and learning environment.

- Appropriate clothing is to be worn when attending training including long pants, long shirts and enclosed, clean footwear
- Long hair is to be tied back when attending courses with a practical component
- PPE such as helmets, glasses etc will be provided by JB Hunter
- Do not undertake activities that may cause injury to self or others
- Be responsible for your own actions
- No smoking is permitted at any JB Hunter training facility or office
- Possessing, using, distributing or selling alcohol or illegal drugs on a JB Hunter facility is strictly prohibited. Students who violate this policy or who are suspected of being under the influence of alcohol or illegal drugs will be asked to leave the training course. Their employer will be notified
- Observe the emergency response and evacuation procedures that will be explained in your course induction. Evacuation plans are located in each training room as well as in other strategic locations around the training facility. Care should be taken to observe the location of fire extinguishers, exits and assembly points. JB Hunter trained staff will provide direction to students in the event of a fire or emergency
- Report all potential hazards, incidents and near misses to your facilitator
- Assist in keeping training areas neat and tidy at all times ensuring any rubbish is disposed of in the bins provided and that you tidy up after yourself with using the tea/coffee facilities
- Use safe lifting and carrying techniques at all times if required to assist in the practical components of your training
- While in the classroom, students are asked to not sit on desks/tables or swing on the back legs of their chairs due to the potential risk of injury
- Observe basic hygiene standards, particularly in the kitchen and bathroom areas

In the event of an accident or health emergency an ambulance will be called if the First Aid Officer/employee deems it to be necessary.

- From a Landline telephone the number to dial for emergencies is **000**
- From a mobile telephone the number to dial for emergencies is **112**



## ACCESS, EQUITY AND CLIENT SUPPORT

JB Hunter promotes access and equity in education and training opportunities for all students by:

- Ensuring the students selection and admission process is bias-free and non-discriminatory
- Treating all students fairly in a learning environment that is free from discrimination and harassment
- Developing an assessment process that is fair, valid, reliable and consistent
- Providing support where possible to those with special needs
- Respecting all students rights to privacy and confidentiality
- Providing relevant information to students on how to lodge a complaint or make suggestions for improvement of services with the fear of being victimized
- Addressing complaints and appeals in a fair and equitable manner

## HARASSMENT AND DISCRIMINATION

It is expected that students will treat each other fairly and show respect and tolerance for difference and diversity. The following information is provided to assist students understanding of both JB Hunter's commitment to the provision of a learning environment free from discrimination and harassment and their own responsibilities to others.

### DEFINITIONS

**Harassment** is uninvited, unwelcome behaviour which does not have any legitimate workplace function. Harassment includes any written, physical or verbal conduct that from the perspective of a reasonable person, is intimidating, offensive or humiliating against another person.

**Sexual Harassment** is a type of harassment where verbal or physical sexual conduct that is unwelcome and uninvited, that humiliates, intimidates or offends and that in the circumstances, a reasonable person would have anticipated the conduct would have such an effect. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, messages, texts, offensive noises or displays of sexually graphic or suggestive material.

**Racial Harassment** is a type of harassment where a person is threatened, abused, insulted or taunted in relation to their race or by association, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks about people from particular countries, races or religious groups, disparaging remarks about someone's accent or manner of speaking, mockery of skin colour or appearance, display of material prejudicial to a particular race or racial jokes.

**Racial Vilification** is a form of harassment that involves the incitement of racial hatred or racial harassment by statements or other public acts.

**Bullying** is a form of harassment that is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying, which is a form of workplace harassment,

generally involves a persistent pattern of behaviour over a period of time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insults, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources. Bullying can be a form of unlawful harassment if it directed at someone because of on the grounds covered by anti-discrimination legislation.

**Victimisation** includes any unfavourable treatment of a person as a result of their involvement in a complaint. Unfavourable treatment could include: adverse changes to the work environment, denial of access to resources, work opportunities or training, refusing to provide information, ignoring the person, dismissal, refusing to renew a contract of employment, or lower assessment of performance. Victimisation is also treated as an unlawful act.

**Discrimination** is treating an individual with a particular attribute less favourably than an individual without that attribute or with a different attribute under similar circumstances. It is also seeking to impose a condition or requirement on a person with an attribute who does not or cannot comply, while people with that attribute do or can comply. Discrimination is any practice that makes distinctions between individuals or groups that disadvantages some people and/or advantages others. Some types of discrimination are unlawful, such as discrimination on the grounds of sex, race or age.

**Discrimination** can be either *direct* or *indirect*:

- **Direct discrimination** is when someone is treated less favourably in their employment due to prohibited (unlawful) grounds
- **Indirect discrimination** is when there is a requirement, condition policy or rule which appears to be the same for everyone but has an unfair and unreasonable effect on some people because of their gender, race, disability or some other prohibited ground.

### **Forms of discrimination**

- Sex
- Sexual harassment
- Industrial activity
- Pregnancy
- Employer association activity
- Potential pregnancy
- Trade union activity
- Marital/domestic status
- Breastfeeding
- Disability
- Sexuality; trans sexuality; transgender
- Homosexual vilification
- Profession, trade, occupation or calling
- HIV/AIDS vilification
- Medical record
- Religious belief or activity
- Criminal record
- Political belief or activity
- Racial vilification
- Physical features
- Race, colour, national extraction,

social origin, descent and ethnic, ethno-religious or national origin

- Family responsibilities, family status, status as a parent or carer origin

Students who believe they are being victimized or harassed should refer to the Complaints and Appeals section of this handbook.

## CONTACTS

Training Administration team members are available to assist learners with enrolments, invoicing, updating details, eLearning support and training advice.

### **Telephone:**

**1800 672 933**

### **Email addresses:**

- General Enquires [reception@jbhunter.edu.au](mailto:reception@jbhunter.edu.au)
- Traineeship Enquires [reception@jbhunter.edu.au](mailto:reception@jbhunter.edu.au)
- RPL Submissions [rpl@jbhunter.edu.au](mailto:rpl@jbhunter.edu.au)
- Finances Enquires [accounts@jbhunter.edu.au](mailto:accounts@jbhunter.edu.au)
- Feedback, Complaints and Appeals [feedback@jbhunter.edu.au](mailto:feedback@jbhunter.edu.au)

### **Website:**

[www.jbhunter.edu.au](http://www.jbhunter.edu.au)

### **Head Office Address:**

Po Box 2339 Dangar NSW 2309

## STATE TRAINING SERVICES

- ACT [www.det.act.gov.au](http://www.det.act.gov.au)
- NSW [www.det.nsw.edu.au](http://www.det.nsw.edu.au)
- NT [www.dob.nt.gov.au](http://www.dob.nt.gov.au)
- QLD [www.deta.qld.gov.au](http://www.deta.qld.gov.au)
- SA [www.skills.sa.gov.au](http://www.skills.sa.gov.au)
- TAS [www.skills.tas.gov.au](http://www.skills.tas.gov.au)
- VIC [www.skills.vic.gov.au](http://www.skills.vic.gov.au)
- WA [www.dtwd.wa.gov.au](http://www.dtwd.wa.gov.au)

## GLOSSARY

**Access and equity** means policies and approaches aimed at ensuring that VET is responsive to the individual needs of clients whose age, gender, cultural or ethnic background, disability, sexuality, language skills, literacy or numeracy level, unemployment, imprisonment or remote location may present a barrier to access, participation and the achievement of suitable outcomes.

**Accredited short course** means a course accredited by the VET Regulator in accordance with the Standards for VET Accredited Courses that leads to an AQF statement of attainment.

**AQF certification documentation** is the set of official documents that confirms that an AQF qualification or statement of attainment has been issued to an individual.

**AQF qualification** means an AQF qualification type endorsed in a training package or accredited in a

VET accredited course.

**ASQA** means Australian Skills Quality Authority

**Assessors** are persons who assess a learner's competence in accordance with Clauses 1.13 to 1.16.

**Assessment** means the process of collecting evidence and making judgements on whether competency has been achieved, to confirm that an individual can perform to the standard required in the workplace, as specified in a training package or VET accredited course.

**Assessment system** is a coordinated set of documented policies and procedures (including assessment materials and tools) that ensure assessments are consistent and are based on the Principles of Assessment contained in Table 1.8-1 and the Rules of Evidence contained in Table 1.8-2.

**Audit** means an audit or compliance audit undertaken by the VET Regulator.

**Australian Qualifications Framework (AQF)** means the framework for regulated qualifications in the Australian education and training system, as agreed by the Commonwealth, State and Territory ministerial council with responsibility for higher education.

**Authenticated VET transcript** has the meaning given in the Student Identifiers Act 2014.

**AVETMISS** means Australian Vocational Education and Training Management Information Statistical Standards

**Client** means a learner, enterprise or organisation that uses or purchases the services provided by an RTO.

**Code** means the unique identifier for units of competency, skill sets, VET accredited courses, modules, AQF qualifications or training packages as required by the Standards for Training Packages and Standards for VET Accredited Courses.

**Competency** means the consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments.

**Current industry skills are the knowledge**, skills and experience required by VET trainers and assessors and those who provide training and assessment under supervision to ensure that their training and assessment is based on current industry practices and meets the needs of industry.

Current industry skills may be informed by consultations with industry and may include,

but is not limited to:

- a) having knowledge of and/or experience using the latest techniques and processes
- b) possessing a high level of product knowledge
- c) understanding and knowledge of legislation relevant to the industry and to employment and workplaces
- d) being customer/client-oriented
- e) possessing formal industry and training qualifications; and
- f) training content that reflects current industry practice

**Credit Transfer** means recognising the same unit of competency (or superseded and equivalent) from another training package where a certified true copy of the specific unit of competency is required.

**Data Provision Requirements** are the requirements for data provision and implemented by the VET Regulator as required by its governing legislation.

**Educational and support services** may include, but are not limited to:

- a) pre-enrolment materials
- b) study support and study skills programs
- c) language, literacy and numeracy (LLN) programs or referrals to these programs
- d) equipment, resources and/or programs to increase access for learners with disabilities and other learners in accordance with access and equity
- e) learning resource centres
- f) mediation services or referrals to these services
- g) flexible scheduling and delivery of training and assessment
- h) counselling services or referrals to these services
- i) information and communications technology (ICT) support
- j) learning materials in alternative formats, for example, in large print
- k) learning and assessment programs contextualised to the workplace; and
- l) any other services that the RTO considers necessary to support learners to achieve competency

**Existing Worker Trainee** means a learner that is completing training through the Australian Apprenticeship System that has been employed longer than 3 months full time or 12 months part time or casual.

**Holistic Assessment** is a term used to describe an assessment that assesses several units of competency as a part of one course or training program. It is essential to note that this requires a formal mapping of the assessment activities back to the performance criteria in all the units of

competency.

**Industry** means the bodies that have a stake in the services provided by RTOs. These can include, but are not limited to:

- a) enterprise/industry clients, e.g. employers;
- b) group training organisations
- c) industry organisations
- d) industry regulators
- e) industry skills councils or similar bodies
- f) industry training advisory bodies; and
- g) unions

**Industry regulator** means a body or organisation responsible for the regulation and/or licensing arrangements within a specific industry or occupation.

**Learner** means a person being trained and/or assessed by the RTO for the purpose of issuing AQF certification documentation.

**Learner** is a client completing a course of any sort.

**Licensed or regulated outcome** means compliance with an eligibility requirement for an occupational licence or a legislative requirement to hold a particular training product in order to carry out an activity.

**LMS** refers to a Learning Management System.

**Mode of delivery** means the method adopted to deliver training and assessment, including online, distance, or blended methods.

**Nationally Recognised Training (NRT) Logo** means the logo used nationally to signify training packages and VET accredited courses.

**New Entrant Trainee** is a learner that is completing training through the Australian Apprenticeship System and has been employed for less than 3 months.

**OFI** means Opportunity For Improvement.

**Recognition of Prior Learning (RPL)** means an assessment process that assesses the competency/s of an individual that may have been acquired through formal, nonformal and informal learning to determine the extent to which that individual meets the requirements specified in the training



package or VET accredited courses.

**Record** means a written, printed, or electronic document providing evidence that activities have been performed.

**Registrar** has the meaning given in the Student Identifiers Act 2014.

**Registration** means registration as an RTO by the VET Regulator, where that registration is then entered on the National Register.

**RTO** means a Registered Training Organisation.

**RTO code** means the registration identifier given to the RTO on the National Register.

**Scope of registration** means the training products for which an RTO is registered to issue AQF certification documentation. It allows the RTO to:

- a) both provide training delivery and assessment resulting in the issuance of AQF certification documentation by the RTO; or
- b) provide assessment resulting in the issuance of AQF certification documentation by the RTO

**Services** mean training, assessment, related educational and support services and/or any activities related to the recruitment of prospective learners. It does not include services such as student counselling, mediation or ICT support.

**Skill set** means a single unit of competency or a combination of units of competency from a training package which link to a licensing or regulatory requirement, or a defined industry need.

**Statement of attainment** means a statement issued to a person confirming that the person has satisfied the requirements of the unit/s of competency or accredited short course specified in the statement.

**Statistically valid** means for the purposes of these Standards, a random sample of appropriate size is selected to enable confidence that the result is sufficiently accurate to be accepted as representative of the total population of assessments being validated.

**Staff** refer to people engaging with JB Hunter either through salary, wage or contractually agreements.

**SME** means Subject Matter Expert.

**Third party** means any party that provides services on behalf of the RTO but does not include a contract of employment between an RTO and its employee.

**Trainers** are persons who provide training in accordance with Clause 1.13, 1.14 and 1.16.

**Training** is the process used by an RTO or a third party delivering services on its behalf, to facilitate learning and the acquisition of competencies in relation to the training product on the RTO's scope of registration.

**Training and assessment strategies and practices** are the approach of, and method adopted by, an RTO with respect to training and assessment designed to enable learners to meet the requirements of the training package or accredited course.

**Training Package** means the components of a training package endorsed by the Industry and Skills Council or its delegate in accordance with the Standards for Training Packages. The endorsed components of a Training Package are: units of competency; assessment requirements (associated with each unit of competency); qualifications; and credit arrangements. The endorsed components form part of the requirements that an RTO must meet under these Standards. A training package also consists of a non-endorsed, quality assured companion volume/s which contains industry advice to RTOs on different aspects of implementation.

**Training Product** means AQF qualification, skill set, unit of competency, accredited short course and module.

**Unit of competency (UoC)** means the specification of the standards of performance required in the workplace as defined in a training package.

**VET** means vocational education and training.

**VET accredited course** means a course accredited by the VET regulator in accordance with the Standards for VET Accredited Courses.

**VET Regulator** means:

- a) the National VET Regulator; and
- b) a body of a non-referring State that is responsible for the kinds of matters dealt with under the VET legislation for that State