

HIGHER LEVEL SKILLS – Student Information Sheet

INTRODUCTION

The Higher Level Skills program provides a government subsidy to support eligible individuals to access subsidised training in selected Certificate IV or above qualifications and **priority skill sets**. The aim of this funding is to assist individuals to gain the higher level skills required to secure employment or career advancement in priority industries or transition to university to continue their study.

In accordance with our contract with the Queensland Department of Employment, Small Business and Training (DESBT), Skills Assure Supplier Policy 2021-22, JB Hunter is approved to deliver the following Priority Skill Set under the Higher Level Skills funding.

- **ICTSS00084 Basic Open Cabler Registration Skill Set**

It is important to note that you will no longer be eligible for a government subsidised training place under the Higher Level Skills program once you have completed a Certificate IV or higher qualification. For more information click to access the Queensland Governments [Student Fact Sheet](#).

WHO IS ELIGIBLE TO RECEIVE TRAINING?

To be eligible for the Higher Level Skills program, you must meet the following criteria:

- Be fifteen (15) years or over
- No longer at school
- Permanently reside in Qld
- Be an Australian citizen, Australian permanent resident (including humanitarian entrant), temporary resident with the necessary visa and work permits on the pathway to permanent residency, or a New Zealand citizen
- Not hold and not be enrolled in a Certificate IV or higher-level qualification, not including qualifications completed at school and foundation skills training and
- Be an existing worker in the Telecommunications industry

ENROLMENT

Initial discussions with a JB Hunter Client Relationship Manager will include questions to determine your eligibility for this funding. Once eligibility has been determined you will receive a link which will allow you to read all the information relevant to your training program and the Higher Level Skills funding. It is important that you read and understand this information prior to enrolling in this Skillset. If you have any questions at all, please contact JB Hunter Student Support to discuss.

The information you will be asked to read and acknowledge includes:

- This Higher Level Skills Student Information Sheet providing information on eligibility, administration, fees and charges
- The Queensland Governments' Higher Level Skills Student Fact Sheet
- The Course Outline detailing the Units of Competency to be covered and the delivery modes used. Note this training involves completing the prerequisite theory and knowledge assessment via eLearning, which is to be completed prior to attending the five (5) day classroom-based workshop.

- The Student Handbook. This provides important information on student rights and responsibilities, RPL and credit transfer, complaints and appeals and support services available to assist you with your training.
- Request to supply evidence of eligibility eg: photo ID, proof of residency
- Request to supply evidence to support concessional status if applicable

STUDENT CONTRIBUTION FEE

JB Hunter (RTO ID 90277) is committed to the provision of a fair and equitable policy relating to the requirements around fees and charges, refunds and available exemptions. As per our contract with Queensland's Department of Employment, Small Business and Training (DESBT), JB Hunter will charge a "Student Contribution Fee" for the Priority Skill Set identified above.

Student Contribution Fees are a student's contribution to the cost of their own training. Student Contribution Fees are charged in accordance with the Higher Level Skills Program Policy 2020-21 and is calculated at the rate of \$8.00 for each unit of competency. Therefore, for the Skill Set identified above, which contains four (4) units of competency, the total Student Contribution fee is $\$8 \times 4 = \mathbf{\$32.00}$. This is GST free.

CONCESSIONAL STUDENT STATUS

You may be eligible for concessional student status if:

- You hold a Health Care or Pensioner Concession Card issued under Commonwealth law, or are the partner or a dependent of a person who holds a Health Care or Pensioner Concession Card and is named on the card;
- You can provide JB Hunter with an official form under Commonwealth law confirming you, your partner, or the person of whom you are a dependent, is entitled to concessions under a Health Care or Pensioner Concessions Card;
- You are an Aboriginal or Torres Strait Islander;
- You have a disability or
- You are an adult prisoner.

If you believe you are eligible for concessional student status, please supply supporting evidence when asked to do so at the end of this enrolment.

Where concessional student status is established, a reduced Student Contribution fee of \$4.00 per unit of competency will apply. The full Concessional Student Contribution fee for the Higher Level Skill Set identified above is $\$4 \times 4 = \mathbf{\$16.00}$. This is GST free.

PAYMENT TERMS

Once you have completed your online enrolment, you will receive an invoice detailing your Student Contribution Fee. This fee may be paid by you or on behalf of you by a third party unrelated to JB Hunter (such as your employer) but cannot be paid or waived by JB Hunter.

Full payment is required prior to the commencement of training unless a PO has been provided from an approved account holder. In this instance, an invoice will be raised with payment required within fourteen (14) days or prior to the commencement of training, whichever occurs first.

CANCELLATION, TRANSFER, NON-ATTENDANCE AND REFUND POLICY

This training program requires the completion of some online self-paced elearning and assessment for the prerequisite units prior to attending a five (5) day classroom-based training program (workshop).

Please note that the “commencement” of training occurs once you commence either your eLearning theory or eLearning assessment. Once training has commenced, no refunds will be granted.

Cancellation and refunds

If you wish to cancel your enrolment in the Skill Set identified above, or nominate to change to another SAS, you will be eligible for a 100% refund of the Student Contribution Fees paid if made in writing more than three (3) days prior to the commencement of the workshop provided you have not commenced the online learning.

Cancellation within three (3) days prior to the commencement of the scheduled workshop will result in the forfeiture of the Student Contribution Fee unless a medical certificate is provided, and the online learning has not been commenced.

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

Any refund granted will be made as a lump sum within 28 days of cancellation provided the Student Contribution Fee has been paid in full.

Non-attendance/partial completion

You have a maximum of **90 days to complete your online learning**, after which time your enrolment into the skillset will be cancelled and the Student Contribution Fee will be forfeited.

Non-attendance or partial attendance at the scheduled workshop will also result in the forfeiture of your Student Contribution Fee in total.

Transfers

Students are permitted **one (1) free transfer** to a different workshop if they request that more than three (3) days prior to course commencement. Less than three (3) business days will not attract a fee if a medical certificate can be supplied. Any further transfers will attract a fee of \$55.00.

Where the online learning and assessment has not been completed before your scheduled workshop, your enrolment into that workshop will be cancelled, and you will have the opportunity to transfer to the next available workshop at no cost. Any further transfers will attract a fee of \$55.00.

You are encouraged to complete your online learning in a timely manner and attend your scheduled workshop to avoid any further charges.

A “NOT YET COMPETENT” OUTCOME

Students are given two (2) attempts to achieve a competent outcome in the online learning and assessment. If you are not successful after your second attempt at the Knowledge Assessment, and achieve less than 90%, you will be given the opportunity to do a resit requiring you to complete the entire Knowledge Assessment again. If you receive over 90% you can be given the opportunity to do a gap assessment with your assessor. You will still be able to attend your scheduled workshop.

In the event that you are not successful at the resit of the entire Knowledge Assessment, you will, unfortunately be deemed Not Competent and will not be able to attend the remainder of the training program. Should you wish to re-enrol, JB Hunter standard course fees will apply. If you are not satisfied with the assessment outcome, please refer to the Student Handbook for information on Appeals.

FEE INCLUSIONS

The Fees associated with the Higher Level Skills training represents the total cost to a student to enrol, undertake training and be awarded the Statement of Attainment and covers:

- Enrolment fees
- Administration fees (with the exception of the \$55.00 transfer fee where more than one transfer has been granted)
- Credit card processing fees
- Account keeping and/or processing fees charged by external fee collection agencies
- The provision of materials essential to achieving competence
- The development and supply of a training plan
- The completion of the LLN assessment
- The issuance of one (1) copy of the relevant Statement of Attainment to a student upon completion or withdrawal from their training. Please note however, that where a replacement certificate is required, an upfront fee of \$27.50 including GST will apply.

Should you have any questions or concerns relating to this program or any of its requirements please contact Student Support on 1800 672 933 for assistance.

Thank you again for choosing JB Hunter as your training partner.