

# Learner Handbook



RTO 0763

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## **1. INTRODUCTION**

Jenard Training is a privately owned and operated Registered Training Organisation offering training and consultation services to a range of clients. The company has been operating since July 1991 and is located at Level 1, 93a Liverpool Street, Hobart, in the heart of the central business district.

We are committed to providing products and services that are of high standard, which meet the needs of our clients whether they are participants in training, or organisations that have contracted our training and consultancy services.

## **2. OUR CODE OF PRACTICE**

Jenard Training maintain high professional standards of integrity and accuracy in marketing, delivery, and assessment of vocational education and training, and comply with the Standards for RTOs 2015.

Jenard Training safeguards the interests and welfare of all learners.

### **Guarantee**

Jenard Training will honour all guarantees outlined in our Code of Practice.

## **3. LEARNER INFORMATION**

Jenard Training provides relevant and up to date information to learners including:

- This Learners Handbook
- Timetables
- Details of certification to be issued on completion
- Competencies to be achieved by learners
- Assessment procedures
- Recognition of prior learning/credit transfer information
- Learner support services. Please speak to your facilitator if you require assistance with language, literacy and numeracy.

### **Barriers to Learning**

To maximise your opportunity to successfully complete your training we work with you to identify any additional support that may be required. This could be support provided by Jenard's qualified staff, or through one of our partner organisations. If support is provided outside of Jenard Training by a third party, there may be an additional cost; however, this would be discussed with you prior to any arrangements being made.

Please speak to a Jenard team member if you have any particular needs or requirements.

### **Staff Qualifications**

All Jenard training and assessing staff hold current, compliant training and assessment qualifications, and have relevant industry experience. Please speak to your facilitator or the administration staff if you wish to view trainer/assessor qualifications.

### **Accessing your records**

If you wish to access hard or electronic copies of your records, please speak to your facilitator or the administration team who will arrange this for you.

### **Learner Grievances/Appeals**

All grievances/appeals should follow this process:

- Communicate the issue/s with your facilitator
- If unresolved, please speak to the administration staff and request a copy of Jenard Training's complaints and appeals form.
- Once the completed form has been lodged with Student Administration, you will be contacted within seven (7) days.
- If the issue/s cannot be resolved within 60 days, you will be advised and notified of the reason/s.
- If the issue/s cannot be resolved internally, complaints will be referred to an independent person/body.

### **4. UNIQUE STUDENT IDENTIFIER**

All students completing nationally recognised training must have a Unique Student Identifier (USI). The USI is a reference number made up of ten numbers and letters that:

- creates a secure online record of your recognised training and qualifications gained in Australia, from all training providers you have undertaken recognised training with;
- gives you access to your training records and transcripts;
- can be accessed online, anytime and anywhere;
- is free and easy to create; and
- stays with you for life.

If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment.

Learners are required to submit their USI on enrolment. If you do not have a USI and need to create one, or have one and are not sure what it is, you can visit the website:

[www.usi.gov.au](http://www.usi.gov.au)

### **5. WORKPLACE HEALTH & SAFETY**

Jenard Training is responsible for, and committed to, providing participants and staff with a safe and healthy environment.

- Should an incident or accident occur you must report it immediately to your trainer and complete an accident/incident report.
- If you become aware of anything at Jenard Training that could put people at risk please speak to your facilitator or the administration staff.

The principal WHS law in Tasmania consists of the Work Health and Safety Act 2012 (Tas), supported by the Work Health and Safety Regulations 2012 (Tas). The main object of the Act is to provide a framework to secure the health and safety of workers and workplaces.

The Act requires Jenard Training, as your Training Provider, to comply with its requirements for your protection.

It also requires you to do your part to protect both yourself and any others who may be affected by your actions or omissions, as well as protecting the interests of Jenard Training.

Please be aware that failure to comply with the requirements of the Act may result in charges being laid and fines imposed either on Jenard Training, employees, or those participating in training.

### **Evacuation Process – Jenard Training Site**

The evacuation process will be covered during in-centre induction. It is clearly displayed on the walls of each training room and in the reception area.

## **6. ANTI-DISCRIMINATION POLICY**

Jenard Training places high priority on inclusive practices. All employees and learners will be treated on an equal basis regardless of sex, age, race, ethnicity, nationality, sexual orientation, gender identity, or religious and political opinions.

Jenard Training will not tolerate any form of discrimination.

Managers and facilitators must ensure that all employees and learners are treated equitably and are not subject to discrimination. They must also ensure that those who make complaints, or witnesses, are not victimised in any way. Any reports or harassment will be treated seriously, and investigated promptly with confidentiality and impartiality.

Please report any incidents to your facilitator or the administration staff.

## **7. SUSTAINABLE PRACTICES**

Jenard Training is committed to reducing our carbon footprint and creating a sustainable and healthy environment for our students and staff, now and into the future. Jenard Training recognises its environmental impact and its responsibility through its own actions by reducing greenhouse gas emissions and water usage and by endeavouring to recycle wherever possible.

## **8. FEEDBACK INSTRUMENTS**

Jenard Training is dedicated to providing the highest possible standard of training services. To enable this, we require feedback information from our learners. The information is collected at various times throughout the year and is used in our continuous improvement process to determine our ability to manage our training services. Please assist us in this process by completing the feedback forms that are provided to you.

## **9. PRIVACY POLICY**

The declaration on your enrolment form details our obligations under Privacy Legislation. Each learner is required to complete an enrolment form and read and sign the declaration prior to signing the enrolment form. Jenard Training is required to hold records that may contain your personal details. This information will be stored in a secure manner and you have the right to access your information by completing the appropriate forms, available at reception.

## **10. RECOGNITION OF PRIOR LEARNING (RPL)**

Jenard is aware that people learn and develop skills in different ways throughout their lifetime, through work experience as well as education and training.

The process for RPL is available to all learners who can demonstrate prior learning/current competency. Applicants are to provide evidence as to how their prior experiences and work skills relate to the required criteria or competencies.

## **11. CREDIT TRANSFER**

Jenard training recognises nationally accredited qualifications issued by another RTO. Credit transfer is a means for learners to gain credit in an AQF qualification for units of competency successfully completed prior to enrolling.

If you believe you may be able to claim credit transfer please speak to your facilitator.

## **12. COURSE FEES**

Current course fees can be found on the Jenard Training website at [www.jenard.com.au](http://www.jenard.com.au)

## **13. REFUND POLICY**

Refunds (less an admin fee of \$100) will be given up to 7 days before scheduled training commences. No refunds will be given after this period. In special circumstances, there may be an opportunity for an employer/client to negotiate a replacement learner or learners may be transferred into another scheduled program.

Please ask for a copy of the Refund Policy if you require more details or ask one of the administration staff to assist you.

## **14. ASSESSMENT POLICY**

Within the course fees and guidelines, each applicant may have three (3) assessment attempts for each unit. An additional fee may be negotiated and applied if a learner wishes to undertake further attempts.

Jenard Training uses a range of techniques to validate and moderate assessments and has support mechanisms to encourage and assist learners to achieve the stated outcomes of their training program.

Learners who believe they are eligible for alternative or adjusted assessments/assessment arrangements should contact their Trainer/Assessor, prior to assessment and discuss this.

## **15. E-LEARNING**

Jenard Training offers a range of units via e-learning. An e-learning tutorial can be found on our website [www.jenard.com.au](http://www.jenard.com.au).

## **16. SOCIAL MEDIA/MOBILE PHONES**

We ask that you do not use social media or mobile phones during class, unless directed by your facilitator. Please speak to your facilitator if you are required to make or receive urgent calls.

### **17. REFRESHMENTS/AMENITIES**

Jenard Training provides tea, coffee and biscuits with access to kitchen facilities for all learners. If you cannot find what you need, please ask your facilitator or the administration staff.

### **18. ALCOHOL, DRUGS AND ILLEGAL SUBSTANCES**

Consuming or being under the influence of, or being in the possession of, alcohol or illegal substances whilst in training is a workplace health and safety issue and will not be tolerated. Non-adherence to this policy will result in disciplinary action being taken.

### **19. LEARNER COMMITMENT**

We have described in detail our commitments as the training provider to you, the learner. We now ask that you make these commitments to us, in relation to training:

- Be punctual at all times. Phone Jenard Training and if relevant, your employer, if you are going to be absent or late/delayed for training;
- Be patient with others and respect their point of view;
- Participate in discussions and keep to the topic;
- Share your relevant experiences;
- Avoid private conversations; and
- Be considerate of others and avoid offensive language and topics.

Our dress code is neat casual.

Please advise your facilitator/management of any factors that could affect your learning process or your ability to complete assessment requirements.