Student Handbook

Job Skills Training Academy

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Welcome

We welcome you to Job Skills Training Academy (JSTA). We are excited to have you with us and look forward to supporting you through your learning journey.

Job Skills Training Academy (RTO Code 52875) is a registered training organisation (RTO) delivering nationally recognised qualifications and individual units of competency plus a range of non-accredited short courses. This handbook contains all the information you require to make an informed choice when assessing Job Skills Training Academy to be your Registered Training Organisation. It is important that you read everything in this document prior to completing your enrolment.

We are regulated under the Australian Standards for Registered Training Organisations (RTOs) 2025 which means:

- Our courses meet the requirements of Nationally Accredited Training Packages and VET Accredited Courses.
- Our operations are quality assured, and we gather and monitor information about our performance (including feedback via complaints).
- We issue Australian Qualifications Framework (AQF) certification.
- We offer accurate and accessible information about our courses and services to prospective and current students and clients.
- We aim to be responsive to industry and learner needs.

Qualifications

The following accredited courses are delivered by Job Skills Training Academy:

- CHC33021 Certificate III in Individual Support (Ageing and Disability).
- CHC43015 Certificate IV in Ageing Support
- CHC43121 Certificate IV in Disability Support
- HLT33115 Certificate III in Health Services Assistance (Assisting in Nursing Work in Acute Care)
- HLTWHS005 Conduct manual tasks safely
- HLTHPS006 Assist Clients with medication

Course delivery

Our courses are delivered through various learning models which includes, but is not limited to:

- Face-to-face classroom training sessions
- Virtual classroom via Zoom, Skype or Microsoft Teams
- Workplace learning / observation
- Self-directed study
- Guidance by trainers as needed

Resources such as the Learner Guides will be provided to you via email.

Getting here

Our address is Unit 2/22 Winton Rd, Joondalup WA 6027.

The venue is only a 10-minute walk from Joondalup Train Station, and very conveniently located close to Mitchell Freeway – Hodges Drive Exit. There is ample parking on site.

Tertiary SmartRider

All our full- time students are entitled to travel concessions on Transperth services. If you already have a Transperth Smartrider, you can apply for concession by filling out a Application for Tertiary SmartRider' form that can be provided to you at reception. You will then need to take the form to Transperth InfoCentre or authorised SmartRider Retail Sales Outlet.

If you don't yet have a SmartRider, you'll need to purchase one from a Transperth Infocentre or retail outlet and follow the same process. Your concession will only commence from the first date of your classes, or the date your data is received by the PTA if this is provided after this date. If your enrolment status changes at any time, an update will be generated to the PTA and your Smartrider travel rates adjusted accordingly.

Our commitment

To ensure that we provide training and assessment services that meet the needs of clients and industry, we employ sufficient suitably qualified and experienced Trainers, secure suitable facilities, ensure sufficient opportunities for learning in appropriate environments, with suitable resource and assessment that is fair and flexible.

Prior to commencement—should Job Skills Training Academy cancel training before it commences; you will be offered alternate dates (if the training is being rescheduled). If the training is not rescheduled or the dates offered do not suit you, all fees paid you will be refunded in full within 10 days of the training being cancelled.

For training that has commenced—In the unlikely event that Job Skills Training Academy is unable to deliver the training, you will be offered the option to enrol with another RTO and Job Skills Training Academy will assist in both finding a suitable RTO and in the transition to the new RTO. Any fees paid in advance held by the RTO and not attributed to training completed will be refunded and a statement of attainment issued for any units successfully completed.

Our service commitment

- Your questions are important to us. Please be aware that our Trainers are working with other Students as well as yourself. We are committed to returning your calls and emails, but we ask that you allow us two (2) working days to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office (not from the day it is posted).
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

Unique Student Identifier

Every student, new or continuing is required to supply Job Skills Training Academy with their Unique Student Identifier (USI). The USI is required at the time of enrolment. We are unable to accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database. This allows you easy access to your records. In the event that

you are unable or unwilling to get a USI, please visit the following website for further information on what to do to be able to participate in training.

For more information on how to apply for a USI go to: https://www.usi.gov.au/students/create-your-usi

Step 1 - You will need to get one form of ID from the list below ready:

- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

IMPORTANT**:** The details a student enters when they create their USI must match exactly with those shown on the ID.

Step 2 - Then go to 'Create your USI' on the USI website and agree to the Terms and Conditions.

Step 3 - Then click on 'Create USI'.

Step 4 - Then fill in some personal and contact details which must match exactly the details shown on your ID.

Step 5 - You will then be asked to enter the details from your ID from the list above.

Step 6 - You will be required to set the USI account password and questions for security purposes. More information about security check questions can be found on the Student USI check questions page.

Step 7 - Your USI will be displayed on the screen.

Step 8 - You should write down your USI somewhere safe or enter it into your phone for safe keeping.

Step 9 - Students will also receive their USI by either email, phone or by mailing address (which ever they chose as their preferred contact method when creating their USI.

JobSkills Training Academy takes USI and related documentation security very seriously. We ensure that all USI-related materials and documents the USI and related information are always secured in protected servers and within student management systems with restricted access to only necessary staff.

USI Exemptions

If you are exempt from obtaining a USI, you must provide appropriate evidence of your exemption before enrolment or prior to the issuance of your qualification or Statement of Attainment. Applications for a USI exemption must be made directly to the Student Identifiers Registrar and are assessed on an individual basis.

Please note that students who have been granted a USI exemption will not have their training records recorded on the national USI Registry. It is the student's responsibility to provide valid evidence of their exemption status when requested.

Students should also be aware that, under the Student Identifiers Act 2014, a registered training organisation (RTO) cannot issue a qualification or Statement of Attainment to a student who does not hold a valid USI or an approved exemption. Delays in providing a USI or exemption documentation may therefore delay the issuance of certification.

For further information about USI exemptions, eligibility requirements, and the application process, please visit:
USI Exemptions:
https://www.usi.gov.au/students/create-your-usi/exemptions-usi

Admission and Entry Requirements
Job Skills Training Academy requires that the student can:

- Obtain a USI or evidence of an exemption
- Read and interpret workplace documentation
- Speak clearly and unambiguously in English
- Writing is required to the level of completing workplace forms

1. Access and Equity
Job Skills Training Academy upholds the principle that all applicants seeking to enrol are treated fairly and equitably and ensure that throughout the process of selection and admission, applicants are treated courteously and expeditiously.
Job Skills Training Academy reserves the right to suspend students from their training courses who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive
- Affected by drugs or alcohol

Should this situation arise, immediate and discreet contact will be made with the client to discuss future training options for the individual(s) concerned.

2. Expectations of Students
To avoid any confusion in the future, the following expectations of behaviour are provided. Compliance with these expectations is required by all Students. Failure to do so may result in cancellation of your enrolment.

- Abide by Copyright and Plagiarism laws and legislation.
- Comply with workplace health and safety regulations at all times.
- Comply with anti-discrimination legislation at all times. This includes but is not limited to equal opportunity, racial vilification and disability discrimination.
- Comply with workplace harassment, victimisation and bullying regulations at all times.
- Ensure that behaviour is of a level acceptable to the workplace at all times.
- Complete training and assessment activities within agreed timeframes.
- Communicate any difficulties with completion of activities or assessment with your Trainer.
- Inform your Trainer immediately should you be unable to attend due to illness or other reasons.
- Inform your Trainer if you have a medical condition that may affect your participation or affect those with whom you may be training.

3. Student Support Services

Job Skills Training Academy is dedicated to providing a high standard of service to Students. You can contact your Trainer by phone, email or post during office hours. We endeavour to respond to Students as quickly as possible, but you are reminded that our Trainers do have other Students and classes to attend to. We will provide feedback on Assessments within ten (10) working days and to all queries, telephone calls and emails within two (2) working days.

Should you require further support, Job Skills Training Academy can assist in identifying the appropriate support service as well as organising access to such services. Services referred to may include but are not limited to language, literacy and numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the Student.

Should you or your trainer/assessor identify that you require any additional support, to be provided by Job Skills Training Academy we will work with you to develop an Individual Support plan to ensure that we can provide the required support required.

Extensions to the Assessment Arrangements will be at the discretion of JSTA management on an individual basis. If you feel you require an extension, please discuss this with your trainer/assessor who will be happy to make arrangements with you in order to provide the extra support you might need. Further information can be found on the Student Support and Well-being Policy available on our website.

4. External Support Services

These external support services are available to all students, including:

- Aboriginal and Torres Strait Islander students
- Students from culturally and linguistically diverse backgrounds
- Students with disabilities
- Students experiencing personal or financial hardship

a) Emergency Services (Australia)

Institution	Support Service	Contact
Emergency Services Australia	Police, Fire, Ambulance	000
WA Police (Non-Emergency)	Non-urgent police assistance	131 444
Healthdirect Australia	Healthdirect Australia	Healthdirect Australia
Mental Health Emergency Response Line	Crisis mental health support and clinical advice	1300 555 788
Suicide Call Back Service	24-hour suicide prevention and counselling	1300 659 467

b) Mental Health Support Services

The Mental Health Emergency Response Line provides 24-hour clinical support for people experiencing mental health crises

Institution	Support Service Offered	Contact Details
RuralLink	After-hours mental health support for regional WA	1800 552 002
Here For You Support Line	Mental health and alcohol/drug support	1800 437 348
Lifeline Australia	24-hour crisis support and suicide prevention	13 11 14 Website: www.lifeinewa.org.au Address: Level 2/50 Subiaco Square Rd, Subiaco WA 6008
Beyond Blue	Support for anxiety, depression and mental health	1300 22 4636
SANE Australia	Mental health counselling and support	1800 187 263
Griefline	Support for people experiencing grief and loss	1300 845 745
headspace Joondalup	Mental health, counselling, youth support	(08) 9301 8900
Youth Focus Joondalup	Youth counselling, suicide prevention	(08) 6266 4333
Hope Community Services	Mental health counselling	Joondalup/Merriwa/Wanneroo; free; see website

c) Aboriginal and Torres Strait Islander Support Services

The JSTA recognises the importance of culturally safe wellbeing services for Aboriginal and Torres Strait Islander students and encourage student to access culturally appropriate wellbeing support.

Institution	Support Service Offered	Contact
Aboriginal Health Council of WA (AHCWA)	Peak Aboriginal health body; advocacy, programs	(08) 9227 1631
Aboriginal Legal Service of WA	Legal advice and representation	1800 019 900
Aboriginal Family Legal Services WA	Support for Aboriginal people experiencing family violence	1800 469 246
13YARN	24/7 culturally appropriate crisis support run by Aboriginal and Torres Strait Islander people	13 92 76
Brother to Brother	Crisis counselling for Aboriginal men	1800 435 799
Langford Aboriginal Association	Cultural programs, youth activities, family support	(08) 9451 1424
South West Aboriginal Land & Sea Council (SWALSC)	Noongar nation cultural, land and community matters	(08) 9358 7400

Institution	Support Service Offered	Contact
Aboriginal Health Council of WA (AHCWA)	Peak Aboriginal health body; advocacy, programs	(08) 9227 1631
Aboriginal Legal Service of WA	Legal advice and representation	1800 019 900
Aboriginal Family Legal Services WA	Support for Aboriginal people experiencing family violence	1800 469 246
National Indigenous Postvention Service	Support for individuals and families impacted by suicide	1800 805 801
Djinda Service	Advocacy and support for Aboriginal women and children experiencing family violence	08 6164 0650
Derbarl Yerrigan Health Service	Primary, mental, dental health	1800 311 888
Yorgum Healing Services	Trauma-informed counselling, healing services	1800 469 371
Wungening Aboriginal Corporation (AADS)	AOD counselling, holistic healing	(08) 9221 1411

d) Domestic and Family Violence Support Services

Institution	Support Service Offered	Contact
1800RESPECT	National domestic and family violence counselling service	1800 737 732
Women's Domestic Violence Helpline (WA)	Crisis counselling and support for women experiencing family violence	1800 007 339
Men's Domestic Violence Helpline (WA)	Support for men using or experiencing family violence	1800 000 599
Sexual Assault Resource Centre (WA)	Crisis support and counselling for sexual assault	08 9340 1828

e) Alcohol and Drug Support Services

Institution	Support Service Offered	Contact
Alcohol and Drug Support Line (WA)	Counselling and advice regarding alcohol or drug use	08 9442 5000
Parent and Family Drug Support Line	Support for families concerned about substance use	08 9442 5050
Counselling Online	Online counselling for alcohol and drug issues	www.counsellingonline.org.au

f) Government & Financial Support Services

Institution	Support Service Offered	Contact
Services Australia	Government financial assistance including Centrelink payments	132 850
Centrelink	Website: www.humanservices.gov.au/customer/themes/migrants-refugess-and-visitors http://www.humanservices.gov.au/customer/contact-us/phone-us#centrelink	For a multi-lingual service call 131 202
Citizens Advice Bureau	Website: www.cabwa.com.au Address: 25 Barrack St Perth WA 6000 Phone: (08) 9221 5711	Phone: (08) 9221 5711

5. Training Materials and Equipment

During training, Job Skills Training Academy students will be given access to safety equipment and other required material and equipment. This equipment and material are to be used in accordance with the instructions given by the trainer/assessor. If a piece of equipment is purposely damaged or treated in a manner not in accordance with the instructions given by the trainer, a fee may be charged.

The copyright and ownership of all training material provided during the training belongs to Job Skills Training Academy and cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

6. Payment of fees

Fee- paying Students are required to provide an initial instalment of $1200 inclusive of a non- refundable administration fee of $200 upon enrolment in a qualification. Students are required to make full payments of their fees before the commencement of their work placement. Should a student be unable to make their final payments, JSTA has a payment plan available. Payment plans can extend a student's fee due date by 10 weeks. Fees and charges apply, and certificates will not be issued until fees are paid in full.

Please ask at reception for further details. Job Skills Training Academy reserves the right to place a student 'on hold' until their fees are paid in full, should the student not pay their fees and complete their study. A statement of attainment for completed Units of Competence will be issued provided that the monies already paid cover the Unit Cost (less the Cancellation Fee).

JSTA does not require a prepayment of more than $1500.

7. Refunds

- Students who withdraw from a course are eligible for a refund according to the rules outlined under the Fees and Refund Policy
- All request for refunds should be made in writing and addressed to CEO JSTA. Nonetheless, JSTA agrees to providing any refund applicable within ten (10) days of the receipt of a written notice of withdrawal by the student.
- Job Skills Training Academy will not hold more than $1500 of Student's fees in advance.
- $200 of your fees is a non-refundable administration fee.

- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstances such as long-term illness.
- Deferment of training can be negotiated.
- If Job Skills Training Academy cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- Census Date: Enrolment will be kept as a provisional for the first three (3) days of full-time classes while it would be five (5) days for the part-time classes. This means that the students withdrawing within that period will be considered CD. However, under the following circumstances.
  (a) Detailed written explanation of the reason for withdrawal is required.
  (b) Evidence to support their reason, such as medical conditions, family issues, etc.
- Where a student withdraws after three (3) days for the morning student and five (5) days for the afternoon students, the school, or the individual will remain liable to pay the full course fee, subject to the Fees and refund policy.
- Where an individual's course fees are payable on a payment plan and by a direct debit card from a credit card account, JSTA will debit the nominated credit card with the balance of the course fees at the time of the course withdrawal.
- Where an individual's course fees are involved by their employer or another third party, a final invoice for the full amount of the outstanding fees will be issued at the time of course withdrawal.
- No refund is available to students who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

Refunds may be requested at reception. You will be required to complete an 'Application for Withdrawal/Refund form'. Where refunds are approved, the refund payment must be paid to the student within 10 days from the time the student gave written notice to cancel their enrolment. Tuition refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the 'Application for Withdrawal/Refund form'. Agreeing to Fees and Refund Policy does not remove the right of the student to take further action under Australia's consumer protection laws or to pursue other legal remedies

8. Competency Based Training and Assessment

Students enrolled in training which will lead to either a Statement of Attainment or Certificate are required to complete Assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that Students can perform required skills and knowledge.

Assessments undertaken may include:

- Written/oral Assessments
- Practical demonstrations
- Completion of case studies and similar activities
- Development of a portfolio
- Work samples
- Third party reports

You will be given feedback on all Assessment Activities. Competency based assessment does not use a marking scale rather you are deemed "Competent" or "Not Yet Competent".

Please make sure that you attach an Assessment Coversheet to all Assessments. These are provided by Job Skills Training Academy and must be signed by you. Please always include the question/task you are addressing.

9. Credit Transfer

You may be eligible for a Credit Transfer if you have previously undertaken training through a Registered Training Organisation. Credit Transfer may be granted for one or more units.

If you think you may be eligible for a Credit Transfer, you will need to provide the following:

- The original Statement of Attainment and/or Certificate for your Trainer to access
- A copy of the Statement of Attainment and/or Certificate
- Recent copy of your USI transcript.

All applications for Credit Transfer will need to be verified with the issuing RTO to ensure its validity. In order to do this the student will need to complete a "Release of Information Form (Credit Transfer)". This form is available on the JSTA website and will be sent to the issuing RTO to gain confirmation that they issued the qualification/statement of attainment, accompanied by a copy of your qualification or statement of attainment.

10. Recognition of Prior Learning (RPL)

RPL is the process of formal recognition for skills and knowledge gained through previous learning such as:

- Life experiences
- Previous formal learning
- Employment
- Recreational or personal interests

You may be eligible for RPL for part or all of your intended study, based on your previous experiences and learning. For more information regarding RPL and how to apply, please discuss this with your Trainer. The RPL Application Policy and Application Form are available on the JSTA website.

11. Assessment

Assessment occurs during and after the learning process and is the judgment on whether a student's skills and knowledge are satisfactory or not. The standard to which a student is assessed is based on a specific training package or VET accredited course. To achieve a qualification a student must satisfactorily complete all the Units of Competency involved in the qualification. Students are required to participate in assessment via a variety of methods, which may include:

- Practical/ simulated demonstrations/role play
- Written assessments (must be completed prior to work placement)
- Workplace observations
- Third party reports

JSTA collects and evaluates all assessment evidence in a systematic way that ensures our trainers and assessors will make objective, informed judgements based on the principles of assessment that the assessment is Reliable, Fair, Flexible and Valid.

JSTA trainers and assessors' decisions are also guided by the rules of evidence being that the evidence submitted by the student must be Valid, Current, Sufficient and Authentic.

Assessments will be deemed Satisfactory (S), meaning that the evidence required to complete the assessment has been met, or, Not Yet Satisfactory (NYS). A NYS result means that the student needs to provide more information to demonstrate the skills and knowledge required of the particular unit.

In the event of a NYS result, the student is entitled to a second submission. The assessor will provide them with feedback specific to the questions that require more information. Students are encouraged to seek clarification if they are unsure what is required to satisfactorily answer the question. After two attempts of any assessment requirement and the student does not manage to reach the competent level that is expected, they will be recorded as "Not Yet Competent".

In the event that a student is deemed 'Not Yet Satisfactory' at the finalisation of a unit, there will be a fee incurred by the learner for each unit of competency requiring re-attendance. A break-down of these costs are available from reception upon request. The student may request to have their assessment remarked at no charge. A student may request to re-sit an assessment. This will incur extra costs available upon request.

JSTA Administration will keep a record of the evidence presented by the student that enables the assessment decision to be made. JSTA will provide the student with feedback, which includes the assessment outcome and recommendations for further training, appeals, and reassessment options where applicable.

In the event a student is deemed Not Yet Competent, they will be provided access to the appeals process. If the student does not appeal, or if after their appeal, the Not Yet Competent decision is upheld, they will be required to re-enrol in the Unit of Competency and pay the unit fee to achieve completion.
The information students require to be assessed will mostly be provided to them via their learner guides, their trainer during classes and in the workplace. In some instances, students will be required to research the answers, for example via the Internet. Students are encouraged to ask questions at any time.

12. Work placement

Students must complete all their classroom training prior to commencement of their work placement. Students are required to complete the minimum work placement hours specified in their course information. JSTA will organise work placement arrangements for students who require placement. Students may also nominate their own workplace or placement organisation for approval, provided the workplace can support the required learning and assessment activities. Students currently employed in a relevant industry setting may be able to undertake workplace learning and assessment activities within their existing workplace, subject to JSTA approval and confirmation that the workplace provides sufficient opportunities to meet all training package assessment requirements.

Work placement hours are generally eight (8) hours per day, Monday to Friday, between 7:00 am and 4:00 pm; however, hours may vary depending on the arrangements with the placement facility. Students commence work placement after completing the required classroom learning.

During this time, you will be working alongside a buddy and under supervision at all times. A JSTA Trainer/Assessor will visit you at least twice while you are on work experience. They will provide you with further training and will conduct assessments on your performance.

Prior to commencement, student will be required to provide us with the documents below:

- National Police Clearance
- Working with Children Check
- Updated Immunisation Record with all COVID as well as flu vaccinations.
- NDIS Screening check (This is a requirement from aged care facilities even if you are only doing the ageing stream).
- Valid First Aid Certificate
- Hand Hygiene Certificate
- NDIS Orientation module
- Infection Control Certificate

13. Misconduct:

In the event of a student being dismissed under misconduct, Job Skills Training Academy will not issue a refund, or part refund for any payments made.

Misconduct may include:

- Cheating or plagiarising assessments
- Providing false information
- Incidents of assault, harassment, abusive or anti-social behaviour
- Theft or criminal behaviour (including destruction of property) of any kind
- Being found under the influence of illegal substances or alcohol
- Conduct that brings JSTA into disrepute or slander of JSTA, other course participants or staff
- Impairing other's freedom to pursue their study
- Assault to any member of our staff or participants including verbal, physical or threatening comments or gestures
- Failure to comply with reasonable instruction or supervision
- Behaviour the breaches the Privacy Act 1988
- Persistent lateness or unacceptable disruption in the classroom, failure to undertake assessments as set out by Job Skills Training Academy and the NVR Standards
- Conduct that place others at risk including and not limited to discrimination, harassment (of any sort), disorderly conduct, disruptive, abusive or anti-social behaviour.

14. Complaints and Appeals

General Complaints

Job Skills Training Academy is committed to providing a fair, safe and supportive learning environment and encourages anyone with a concern or complaint to have the matter addressed promptly and professionally.

A complaint is an expression of dissatisfaction regarding the services, operations, facilities, staff, contractors, trainers, assessors, students, or any aspect of the organisation's activities.

Examples of complaints may include:

Enrolment processes

- Training delivery and resources
- Student support services

- Facilities and amenities
- Access and equity issues
- Discrimination, bullying, harassment or victimisation
- Behaviour of staff, contractors or other students
- Administrative services
- Any other aspect of the RTO's operations

Complaint Resolution Process

Stage 1 – Informal Resolution

Students are encouraged, where appropriate, to discuss the issue directly with the person concerned, such as their Trainer or Assessor, to seek an informal resolution.

Stage 2 – Formal Complaint

If the matter is not resolved, or the student is not comfortable raising the issue with the person concerned, a formal complaint may be submitted in writing using the Complaint and Appeals Form and forwarded to the Director.

The complaint will be acknowledged and investigated impartially. All parties involved will be given an opportunity to present their version of events.

Stage 3 – Internal Review

If the complainant is not satisfied with the outcome, they may request that the Director conduct a further review of the complaint and the actions taken.

Stage 4 – External Review

Where the matter remains unresolved, Job Skills Training Academy may engage an independent third party to assist in mediation or review. This may include relevant industry representatives, legal representatives, mediation services, anti-discrimination agencies, other RTOs, or other appropriate independent parties.

Where practicable, the complainant will be advised in writing of the outcome of the investigation and any actions arising from the complaint within twenty (20) business days of receiving the complaint.

All complaints and outcomes will be recorded and retained in accordance with the organisation's records management requirements.

Assessment Appeals

Job Skills Training Academy recognises the right of all students to appeal an assessment decision where they believe the assessment outcome was unfair, inconsistent, did not comply with the Principles of Assessment and Rules of Evidence, or where procedural fairness was not applied.

An assessment appeal is a formal request by a student for a review of an assessment decision, including a determination of Competent (C), Not Yet Competent (NYC), Recognition of Prior Learning (RPL), Credit Transfer, or any other assessment-related decision.

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Grounds for Appeal

There are various grounds for lodging an assessment appeal. These include, but are not limited to:

- A competency outcome (Competent or Not Yet Competent)

- Assessment procedures or processes
    - Student's needs not taken into consideration
    - Not being fully informed of the assessment process
    - the assessment process is different to that outlined by the Trainer/Assessor
    - assessment process not based on Training Package/Unit of Competence requirements
    - an inappropriate method used to assess the Training Package/Unit of Competence
- Recognition of Prior Learning (RPL) assessment decisions
- Credit Transfer decisions
- The conduct of an assessor and (or)alleged incompetence or bias of the Trainer/Assessor
- Faulty or inappropriate equipment or facilities

Assessment Appeal Process

Step 1 – Informal Resolution

Students should first discuss the assessment outcome with the Trainer/Assessor responsible for the decision and seek clarification regarding the assessment result and evidence used to determine the outcome.

The Trainer/Assessor will review the decision with reference to the relevant unit of competency, assessment tool, assessment criteria, Principles of Assessment and Rules of Evidence and where appropriate, provide the student with an opportunity to address any misunderstandings or gaps in evidence.

This step must commence within ten (10) working days of the student being notified of the assessment outcome.

Step 2 – Formal Appeal

If the matter is not resolved through informal resolution, the student may lodge a formal appeal by completing the Complaints and Appeals Form and submitting it to the Director. Within five (5) working days of completion of Step 1.

The appeal must clearly identify:

- the assessment decision being appealed;
- the grounds for the appeal; and
- any relevant supporting evidence or documentation.

Upon receipt, the Director will acknowledge the appeal in writing within (5) working days and record the appeal in the Complaints and Appeals Register. The acknowledgement will confirm the process, expected timeframes, contact person, and the student's right to provide further relevant information.

Step 3 – Independent Assessment Review

The assessment decision will be reviewed by a suitably qualified and independent Assessor who was not involved in the original assessment decision wherever practicable. The reviewer may:

- examine the assessment evidence;
- review assessment records;
- interview relevant parties;
- request additional evidence; and/or
- conduct a reassessment where appropriate.

The reviewer will determine whether the original assessment decision should be upheld, amended, set aside, or whether reassessment is required. The review must be based on valid, sufficient, authentic and current evidence and must be documented clearly enough to demonstrate how the outcome was reached.

The student will be advised in writing of the review outcome and reasons for the decision, any action to be taken, and the next available avenue of appeal.

This review will normally be completed within ten (10) working days of receiving the formal appeal. If additional time is required, the student will be advised in writing of the reason for the delay and the revised timeframe

Step 4 – Internal Review by Director

If the student remains dissatisfied with the outcome of the independent assessment review, they may request a further review by the Director within five (5) working days of receiving the written outcome.

The Director may:

- review all documentation and evidence;
- consult with relevant staff;
- appoint an internal review panel where appropriate; and
- determine whether the original decision should be upheld, amended, or whether reassessment is required.

The student will be provided with a written outcome, including the reasons for the decision and any actions arising from the review and other external options. The outcome of the internal review will normally be provided within ten (10) working days of the request being received. Any extension to this timeframe must be communicated in writing.

Step 5 – External Review

If the student remains dissatisfied following the completion of the internal appeals process, they may seek an independent external review. Job Skills Training Academy may refer the matter to an appropriate independent reviewer, which may include another Registered Training Organisation (RTO), a suitably qualified independent assessor, or industry experts who hold relevant current industry skills, knowledge and experience, and where applicable, current vocational education and training (VET) currency. The external reviewer will be selected based on their independence, relevant expertise, and capacity to review the matter fairly and objectively. Job Skills Training Academy will cooperate fully with any external review process and provide all relevant documentation as required.

General Appeals

Job Skills Training Academy is committed to ensuring that students have access to a fair, transparent and accessible appeals process. Students have the right to appeal decisions made by Job Skills Training Academy, its employees, trainers, assessors, support staff, or any person acting on behalf of the organisation where those decisions adversely affect them

General appeals relate to non-assessment matters and may include decisions regarding:

- enrolment, deferral, suspension or cancellation;
- fees, charges or refunds;
- access to support services or reasonable adjustment;
- student conduct or disciplinary matters;
- certification documentation;
- administrative decisions; or
- any other non-assessment related decision affecting a student.

Students are encouraged to first seek informal resolution by discussing the matter with the staff member concerned. If the matter is not resolved, a formal appeal may be submitted using the Complaints and Appeals Form.

Appeals are managed in accordance with the principles of procedural fairness and natural justice. Students may be accompanied and assisted by a support person at any stage of the process and will not be disadvantaged or victimised for lodging an appeal.

Appeals will be acknowledged and reviewed within reasonable timeframes. Students will be advised in writing of the outcome and the reasons for the decision. Where a student is not satisfied with the outcome, further internal review and independent external review options are available.

Where appropriate, Job Skills Training Academy will maintain the student's enrolment and participation in training while an appeal is being considered.

All appeals are treated confidentially, documented, and used to support continuous improvement activities.

For detailed information regarding the appeals process, timeframes and review stages, students should refer to the Complaints and Appeals Policy and Procedure.

15. Records, confidentiality and continuous improvement

All appeal records will be stored securely and handled confidentially, with access limited to personnel who require the information to manage, review or report on the appeal. Records must be sufficient to demonstrate that the appeal was acknowledged, reviewed impartially, decided on evidence, communicated in writing, and closed out appropriately.

Appeal outcomes will be reviewed to identify any systemic issues, assessment tool concerns, assessor training needs, recordkeeping gaps, or other opportunities for continuous improvement. Any corrective or improvement actions must be recorded and monitored through to completion.

16. The Students' Rights

- Have access to all services regardless of educational background gender, marital status, sexual preference, race colour, national origin, ethnic or socio-economic background, physical or intellectual impairment, and religious or political affiliation
- JSTA is required to provide a breakdown of all fees and charges to all students
- Expect the provision of high-quality training that recognises their individual learning styles and needs
- Appeal for a review of the results of an assessment
- Be treated with dignity and fairness
- Learn from fully qualified and competent trainers who observe their responsibility to address students' learning needs, assist them to achieve the course outcomes, and assess their students' work fairly
- JSTA is responsible for providing all students and extensive support system. If you feel that you may need additional support – let your trainer know.
- If for any reason JSTA is unable to fulfil this service agreement with a student, JSTA must refund the students proportion of fees paid for services not delivered

17. Consumer Rights

In the event that acceptance of an offer to study at Job Skills Training Academy is as a result of an Unsolicited Consumer Agreement, the applicant has a cooling-off period of 10 days from the date of signing the Acceptance Agreement, to withdraw from the course at no financial penalty.

18. Access to Student Records

You may wish to access your records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access your files without written consent from you.

19. Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, TAC conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions TAC may contact past and present training Students to conduct an interview to confirm that the organisation is complying with its obligations and providing a service which meets the needs of Students and industry.

Upon request Job Skills Training Academy is required to supply the following information to TAC. Contact details may include address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, TAC may request to view your files. The purpose of this is to ensure compliance with regulations and standards.

20. Privacy Policy

Job Skills Training Academy collects, uses, stores and discloses personal information in accordance with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs). We are committed to protecting personal information and handling it lawfully, fairly and transparently.

Job Skills Training Academy will:

- Where information is provided by another person, ensure that collection has been authorised by the individual concerned, or by someone who is legally authorised to act on their behalf.
- Only collect information by lawful and fair means and not in an unreasonably intrusive way
- Protect archived personal information from loss or unauthorised access, use, disclosure, or misuse and from inappropriate modification.

21. Change of Personal Details

Should you change any of your personal details please request a Change of Enrolment Information Form from your Trainer. Such details include address, surname, contact telephone number etc.

22. Assessment Outcomes

You would normally receive your Assessment feedback and result within ten (10) working days of submission. On completion of a Qualification or Unit of Competence, Job Skills Training Academy will issue Statements of Attainment/ Certificates within thirty (30) calendar days after the date of competency achieved.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Job Skills Training Academy office. You will then receive a Tax Invoice for $20 plus GST. This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

23. Tenure

Students are required to complete their studies and attain the qualification within 12 months of the date of commencement. Students will be offered

24. Withdrawal

Students who decide to stop studying or to not commence their course must formally withdraw in writing.
This can be done by completing the Student Withdrawal form which can provided to you by our admin team. Should the student fail to complete the assessments and be unresponsive to our multiple attempts to contact you, Job Skills Training academy hold the right to withdraw the student from the course. Once the withdrawal has been completed, the Student will be required to enrol in the course, which may include paying tuition fee as well as completing assessments once again.

25. Re-issue of Certificate or Statement of Attainment

In the event of a lost or damaged Certificate or Statement of Attainment, should you require another copy of certificate, there will be a $55.00 Certificate Re-Issue fee charged. Once the fee has been paid and proof provided to us, it may take up to 5 business days to have the Certificate/SOA printed. Further charges may apply should you require the Certificate to be posted to you.

26. Evaluation

Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Job Skills Training Academy encourages all Students to make contact should they wish to provide feedback or comments on any aspect of the service received.

27. Relevant Legislation

National Vocational Education and Training Regulator Act 2011

This Act was introduced in 2011 to establish a consistent registration and accreditation framework for Vocational Education and Training, by applying nationally agreed standards. For more information visit: http://www.comlaw.gov.au/Details/C2014C00623

Standards for Registered Training Organisations (RTOs) 2025

The Standards for Registered Training Organisations (RTOs) 2025 set the quality requirements that all registered training organisations must meet to deliver nationally recognised training. The Standards focus on quality training and assessment, learner support, governance, compliance and continuous improvement.

Student Identifiers Act 2014 (Cth)

The Student Identifiers Act 2014 establishes the Unique Student Identifier (USI) system, which provides each student undertaking nationally recognised training with a lifelong individual education number. The Act requires RTOs to verify and securely manage USIs, protect student information, and report training records accurately so students can access a complete record of their nationally recognised training and qualifications.

Work Health and Safety Act 2020 (WA) and Work Health and Safety (General) Regulations 2022 (WA)

The Work Health and Safety Act 2020 (WA) and the Work Health and Safety (General) Regulations 2022 (WA) provide the legislative framework for managing health and safety in Western Australian workplaces. The Act aims to protect workers and others by eliminating or minimising risks arising from work and requires all persons conducting a business or undertaking (PCBUs), workers and other duty holders to meet their health and safety obligations.

Fair Work Act 2009 (Cth)

The Fair Work Act 2009 is Australia's primary workplace relations legislation. It establishes the national workplace relations system, including the National Employment Standards (NES), modern awards, enterprise agreements and protections against unfair dismissal and workplace discrimination.
For more information visit: https://www.fairwork.gov.au

Privacy Act 1988 (Cth) and Australian Privacy Principles (APPs)

The Privacy Act 1988 regulates how Australian Government agencies and many private sector organisations collect, use, store and disclose personal information. The Act incorporates the Australian Privacy Principles (APPs), which set standards for handling personal information.
For more information visit: https://www.oaic.gov.au

Copyright Act 1968

The Copyright Act 1968 protects original literary, artistic, musical and dramatic works, films, sound recordings, broadcasts and other creative materials. It governs the use, reproduction and communication of copyright material within Australia.
For more information visit: https://www.legislation.gov.au

Equal Opportunity and Anti-Discrimination Legislation

Equal opportunity legislation promotes fairness by prohibiting discrimination, harassment and victimisation in employment, education and the provision of goods and services.

Relevant legislation includes:

- New South Wales – Anti-Discrimination Act 1977
- Queensland – Anti-Discrimination Act 1991
- South Australia – Equal Opportunity Act 1984
- Victoria – Equal Opportunity Act 2010
- Western Australia – Equal Opportunity Act 1984
- Commonwealth – Age Discrimination Act 2004
- Commonwealth – Disability Discrimination Act 1992
- Commonwealth – Racial Discrimination Act 1975
- Commonwealth – Sex Discrimination Act 1984

For more information visit: https://humanrights.gov.au

The objectives of Equal Opportunity legislation are to encourage the identification and elimination of discrimination, sexual harassment and victimisation and their causes, and to promote and facilitate the progressive realisation of equality. For more information go to: http://www.equalitylaw.org.au/elrp/resources/

Australian Consumer Law (ACL)

The Australian Consumer Law (ACL), contained in Schedule 2 of the Competition and Consumer Act 2010 (Cth), provides a national framework for consumer protection and fair trading in Australia. It promotes fair business practices, competition, informed consumer choice, and protection from unfair or misleading conduct.
For more information visit: https://consumer.gov.au.

Competition and Consumer Act (Cth) 2010

The Competition and Consumer Act 2010 promotes competition, fair trading and consumer protection in Australian markets. It regulates anti-competitive conduct and incorporates the Australian Consumer Law (ACL), which provides protections for consumers and businesses.

For more information visit: https://www.accc.gov.au.

Job Skills Training Academy is committed to ensuring compliance with all applicable legislative and regulatory requirements and to providing a safe, fair and inclusive learning environment

28. Important Contacts

Job Skills Training Academy will offer you additional learning support if required. Trainers are available for 30 minutes prior and after the class for any extra support that you may require and have other options for you to pursue. If you would like to speak to someone in particular you will find important contacts below:

General Enquiries (Office/Admin)	(08) 6559 5680
After hours If you are unable to attend class or work experience, please text us on	0405 283 540

Multicultural Services Centre of Western Australia provides programs and services and information to migrants and refugees and provides a useful website to addresses any unmet needs including (amongst others) * Humanitarian Settlement Services.

Website: www.mscwa.com.au

Address: 4 View Street, North Perth WA 6006 Phone: (08) 9328 1544

English Programs

Contact: Institute of Technology

Website: www.central.wa.edu.au/amep Phone: 1300 202 134

Centre for Cultural Diversity in Ageing

Website: www.culturaldiversity.com.au/

Numeracy Assistance

Website: www.gcflearnfree.org/math

Student Terms and Conditions

JSTA Student cancellation/withdrawal before commencement:

A non-refundable administration fee of $200.00 will be retained should the course be cancelled after enrolment and before commencement.

JSTA Student cancellation/withdrawal after commencement:

Each student is provided a 'Statement of Fees' upon enrolment, which contains withdrawal census dates for each unit. Should a student withdraw from a unit after the census date, there will be no refund offered.

International Students:

At this point in time JSTA is not registered with CRICOS and therefore cannot accept students on visa subclasses 5710, 571, 572, 573, 574, 575 or 576

Pregnancy:

JSTA strongly recommends that students do not complete their chosen course whilst pregnant. This is to completely remove any risk of injury to the mother or unborn baby. If you are pregnant or become pregnant during your course, it is your responsibility to notify JSTA staff and ask for a copy of our pregnancy policy.

Job Skills Training Academy course changes:

In the event that JSTA cancels a scheduled training course, then a full refund will be made available to the students enrolled in the cancelled course. All changes to a course will be communicated to each student via phone or face-to-face, email and letter.

Extenuating Circumstance:

In the event that the student requiring a refund can demonstrate that extenuating or significant personal circumstances are leading to their cancellation/withdrawal this is left at the discretion of the training manager to organise a possible full or pro rata refund to the person who made payments.

Credit Transfer:

Refunds on credit transfers will be offered at the time of initial payment and enrolment. Refunds after commencement of the course for credit transfers will not be processed if the student is a JSTA student

Behaviours

All students are expected to behave in a reasonable manner and to take responsibility for their learning and conduct, completing the assessments and submitting work on time and avoiding plagiarism. Please refer to JSTA misconduct policy for more information.

Commitment and Attendance

It is vital that all students attend class every day. In the event that a student cannot make it to class, arrangements will be made for the student to attend the 'missed' class at the next available opportunity, this may take up to 5 weeks. In this event the course duration will be extended for that student. Students should be at the course at least 15 minutes prior to the start of training. If the student is unable to do so, they are expected to telephone ahead to inform the trainer. Failure to be on time may preclude the student from attending.

Report Incidents

All students are expected to report any incidents that may occur. In the event of an incident, incidents report forms are available in the corridor outside of the training room or by requite from reception. One completed the form is to be handed into reception in a timely manner.

Provide Feedback

There will be opportunity in the form of questionnaires to provide feedback. The student is expected to participate in these questionnaires. At the end of each course the student will be required to complete the 'Learner Questionnaire' which is included with their work experience documentation. This 'Learner Questionnaire' is a requirement of the Vocational Education Training Department.

RTOs Obligations to the Students:

Job Skills Training Academy is responsible for the quality of training and assessment delivered, and for the issuance of Australian Qualifications Framework (AQF) certification documentation, in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and the Australian Qualifications Framework. Job Skills Training Academy is registered with and regulated by the Training Accreditation Council Western Australia (TAC).

JSTA reserves the right to cancel your training after a 12-month period has lapsed, or due to misconduct as set out above. It is the student's responsibility to finish the course within the recommended time frame.