



PARTICIPANT

HANDBOOK

Scope: This handbook provides participants (students and trainees) with introductory information about our training organisation, general course details, training framework, together with their rights and responsibilities, as outlined in our Code of Practice. The information provided is considered current and expressed with the best intentions to support the learning experience.

However, if there is any concern with the content or application of this handbook, please feel free to take it up with your trainer, JobSmart's Managing Director and/or a training consultant from the Department of Education and Training.

Important Contact Details

JobSmart: ph: 41245477; fax: 41245955, email: jobsmart@bigpond.net.au, web: www.jobsmart.net.au

DET Training Line: 1800 210 210 (www.apprenticeshipsinfo.qld.gov.au)

Wageline: 1300 369 945 (www.wageline.qld.gov.au)

Workplace Health and Safety: 1300 369 915 (www.deir.qld.gov.au/workplace)

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www.apprenticeshipsinfo.qld.gov.au

1.0 Introduction to JobSmart

1.1 A word from the Managing Director

The main objective of our Participant Handbook is to provide our clients and participants with an overview of their learning experience with JobSmart.

(Note: For simplicity, the term "participant" applies to both a student and trainee, while the term "trainer" applies to a teacher, trainer or tutor, unless specified separately).

As a Registered Training Organisation (RTO) approved by the Training Recognition Council (No. 0822) and a Supervising RTO under a User Choice contract, JobSmart takes considerable pride in providing quality training. You can be assured that our quality systems and team of trainers meet and in many cases exceed the strict requirements of government regulation.

In addition, each team member has a training development program, as we believe in the ancient Confucious saying "You cannot light the flame of learning in someone else, unless you are burning a candle yourself."

JobSmart has strong customer service ideals. Our efficient team will want to develop a solid learning relationship. We consider this important, as our training programs are rigorous and designed to be comprehensive in developing your knowledge skills and attitudes in your chosen field.

Your rewards for higher effort are profound

- 1) greater self satisfaction in your work life
- 2) enhanced job security
- 3) additional potential for promotion or new jobs

Your professional learning relationship with your trainers is important. We want you to be free to express concerns and fears, and to discuss any potential barriers to learning, as well as opportunities to enhance learning relevance and quality.

In summary, welcome to JobSmart and its wide range of training and consulting services.

Regards



Robert Garland
Managing Director

Important: The information and items supplied in the delivery of our training and assessment is not advice. The organisation's Directors/Partners/Managers/Staff should not act solely on the basis of the material contained in any verbal and/or written reports or information supplied. Information and items supplied are general comments only, to meet the learning outcomes of a competency unit or training program, and do not constitute or convey advice per se. Also, changes in legislation may occur quickly. We therefore recommend that formal advice be sought before acting on any of the information or items supplied. Any information and items supplied by JobSmart are issued as a helpful guide to Directors/Partners/Managers/Staff and is for their private information. As such, it should be regarded as confidential, and in the first instance, not made available to any person outside the organisation.

1.2 Business Profile

JobSmart, established in early 1995, is a private provider of nationally recognised training and specialised business consultancy to small and large organisations and a range of government departments.

To adapt our business to satisfying customer requirements in changing market conditions, our team of dedicated and competent employees and approved contractors continues to develop new and improved products and services that assist our clients in improving productivity.

JobSmart is a Registered Training Organisation (RTO No.: 0822) and operates under the standards specified in the Australian Quality Training Framework.

Although focusing on the Fraser Coast region, this combined wealth of knowledge coupled with our continued commitment to education and training, allows JobSmart to offer high quality and practical services in its two business streams to clients across Queensland.

Nationally Recognised Training in Business and Retail Certificates	
Business Services <ul style="list-style-type: none"> • BSB20107 Certificate II in Business • BSB30407 Certificate III in Business Administration • BSB31007 Certificate III in Business Administration (Legal) • BSB40507 Certificate IV in Business Administration • BSB40807 Certificate IV in Frontline Management 	
Retail Operations <ul style="list-style-type: none"> • SIR20207 Certificate II in Retail • SIR30207 Certificate III in Retail • Combined Certificate II in Retail (SIR20207) and Certificate III in Retail (SIR30207) 	
Customised Training	Specialty Business Consultancy
<ul style="list-style-type: none"> • Computer Applications • Quality Assurance • Safety • Workplace Training Communications • Customer Service Management/ Supervision 	<ul style="list-style-type: none"> • Project Management • Quality Systems • Change Management • Training Plans • Business Plans

JobSmart has over 14 years experience in delivering quality nationally recognised training to a wide range of participants including:

- Get Set for Work (youth at risk 15-19yr old)
- Parents and mature aged participants returning to work (short course computer / finance training)
- Skilling Queenslanders for work (Recognition of Prior Learning, RPL)
- General job-seeker training programs (computer / finance training and vocational training workshops)
- New and existing workers in business and retail traineeships (User Choice program) (including school-based programs)
- Productivity Places Program for jobseekers (business and retail competencies)

To further assist our clients with the latest trends and developments, JobSmart is a member of the following influential and well-respected service organisations:

- Hervey Bay Chamber of Commerce
- Rotary Club of Hervey Bay Sunrise

In our business endeavours, JobSmart reinforces the ultimate marketing reality that “the customer is always right”. It is with this focus that we will always strive to achieve our business concept of “*The Training Specialists*” so that our clients keep coming back.

Regards



Robert Garland
Managing Director

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2.0 Training Code of Practice

2.1 Education Standards

JobSmart's policy is to maintain a high standard of education consistent with, or better than, the industry standard applicable to the courses, we are offering. JobSmart's Quality System is based on the AS9002 standard and the Australian Quality Training Framework.

Our training premises are organised and equipped to provide a learning environment conducive to the success of participants. The elements contributing towards this goal have been identified as follows:

- Ease of access for all participants including those with disabilities.
- Spacious, well lit, air-conditioned work areas.
- Industry standard technology; computers, photocopier and the like.
- "Professional" training environment as realistic to the actual work environment.
- Provision of competency based training programs which are self-paced and user friendly and consistent with industry requirements

In addition to this, for workplace training, we are committed to creating a pleasant and practical experience that can be achieved in this type of separate training facility.

All trainers shall have completed a recognised teacher/training qualification (eg. TAA40104 Certificate IV in Training and Assessment or the relevant training/assessment units) and have appropriate industrial experience, approved by the Managing Director, which is both current and relevant to the courses they teach.

Three roles are identified:

- Supervision of participants working on self-paced programs: essential requirement is currency of relevant industrial experience.
- Training of participants with or without the use of self-paced programs and relating to the development of concepts: essential requirement is a recognised trainer qualification in addition to industrial experience.
- Curriculum development: Qualified teachers plus appropriate tertiary level qualifications in the curriculum area. Current industrial experience preferred.

2.2 Marketing Standards

All marketing programs have to be approved by the Managing Director and must be consistent with the following standards:

- Accurate, truthful and without ambiguity
- Avoiding misleading comparisons with other providers and courses
- Compliant with the requirements for RTO's under Federal and State government regulations and policies

All marketing shall be conducted with integrity and in a professional manner.

2.3 Participant Information

Prior to commencement of a course, in addition to the Participant Handbook, participants shall be provided with accurate, relevant up-to-date information (both verbal and written) regarding:

- Registration forms for enrolment and induction
- Course information, including content and vocational outcomes
- Competencies to be achieved by participant
- Certification to the participant on completion or partial completion of the course
- Learning materials, facilities and equipment available
- Admissions procedures and criteria
- Total costs including exemptions and refund policy
- Provision of language, literacy and numeracy assessment
- Client and participant support services
- Flexible learning, assessment and monitoring procedures
- Welfare and guidance services
- Appeals, complaints and grievance procedures
- Disciplinary procedures
- Staff responsibilities for access and equity
- Recognition of prior learning (RPL) requirements
- Privacy of participant's personal information

2.4 Recruitment

Where participants are recruited, the recruitment shall be conducted in an ethical and responsible manner consistent with the requirements of the curriculum. Selection decisions shall comply with equal opportunity legislation.

With respect to JobSmart's access and equity policy, applicants shall be assessed by the trainer (see previous definition 2.1) to assess the extent to which the applicant is likely to achieve the stated competency standards and outcomes of the course based on the applicant's qualifications, current competencies and experience.

2.5 Refunds

Where a participant or enterprise, pay fees in advance of course commencement then it shall be banked and not drawn down until either, after completion of the course or pro rata completion for longer courses carrying over the close of any month's accounts.

Should JobSmart cancel any course, participants are entitled to a full refund or transfer of funds to a future course.

For training organised and paid for by an enterprise (*not User Choice participants*), where the enterprise cancels the course, there will a total refund less a minimum administration fee of \$250 and any incurred costs such as successful delivery of competencies.

For individual enrolment, no refund is available to participants who leave before finalising the course/competency, unless they can provide a medical certificate or demonstrate extreme personal hardship. In that case, fees may be refunded on a pro-rata basis. However, should participants wish to finalise incomplete competencies in a future course, the original fee payment can be used as credit towards that course within six months of the initial payment.

For User Choice participants, whoever pays the fee (employer or participant), on cancellation they shall be entitled to a refund less the cost of the competencies completed, calculated at the rate of \$1.45 per nominal training hour (refer training plan).

If a participant passes a competency or course, we will not withhold the issuing of the qualification, even if there are outstanding fees owing by the participant or enterprise. We will pursue payment through the normal legal manner of debt collection.

2.6 Participant Appeals and Complaints

Participant appeals and complaints shall be dealt with in a fair and equitable manner, in line with current legislation, which respects the rights of the individuals and all interested parties.

In handling a matter, it shall be the responsibility of the trainer (or nominated representative) to facilitate the process.

(Please note: Although JobSmart would prefer to be given first opportunity to resolve a matter, both the employer and/or participant have the right to go direct to the necessary authorities, (eg. Department of Education and Training or Case Manager) with any issue as they see fit. In addition, JobSmart reserves the right to go direct to the Department of Education and Training or Case Manager, where it feels that a serious breach of contract or law has occurred.)

The trainer shall call a meeting of all parties (including guardians, as necessary) as soon as practical. Written records of meetings and outcomes shall be kept on the participant's file.

If the matter involves a breach of law or the traineeship contract, the necessary authorities shall be notified immediately and in writing within 24 hours.

If the matter has a mutually agreed outcome, then the trainer shall follow-up, as required within the next 30 days, to ensure that the situation has improved. If the matter has not been resolved satisfactorily, then the necessary authorities shall be notified in writing. Any further action shall be noted on the participant's file.

Where necessary, an internal appeal and complaint shall be heard by an independent person or panel and each appellant given the opportunity to formally present their case and shall be given a written statement of the appeal outcome including reasons for the decision.

All appeals and complaints shall be held within 3 working days of lodgement, unless by mutual agreement between all parties, this is extended for special reasons. Fourteen days shall be the benchmark for decisions.

Appeals need to be lodged within 2 months of assessment to be valid.

Failure to resolve grievances internally shall result in participants being advised of the appropriate legal body where they can seek further assistance.

2.7 Guarantee

Guarantees shall apply to the particular provisions of specific courses as advertised, plus other information provided at the point of enrolment.

Guarantees shall relate only to the specific provisions of courses, not to individual participant attainment. Failure to meet the competency standard required by any particular course shall not constitute a breach of that course guarantee unless the course specifically states "Guaranteed Attainment of Competence".

Participants may be offered supplementary courses at special discount rates if, any failure to reach the required competencies has been influenced by reasons beyond their control (eg. sickness verified by a medical practitioner).

Guarantee disputes shall be handled as per 2.6, if not resolved to the participant's satisfaction.

2.8 RPL Assessment Procedure

Recognition of Prior Learning (RPL) is an important aspect of Competency-Based Training (CBT). RPL allows training to be effectively targeted by identifying an individual's current competencies and training requirements. RPL can also save time, as the individual may not need to attend all of a training program if he or she already possesses some of the skills and or knowledge taught in the program.

RPL is the acknowledgment of skills and knowledge obtained through the formal training, work experience and/or life experience. The purpose of the RPL process is to identify and assess previously acquired skills and knowledge pertinent to the learning outcomes specified in the identified training program.

Applicants for RPL must provide evidence, to the satisfaction of the course trainer, that they possess all the skills and knowledge, which underpin the competency.

RPL is a requirement of training under the principles of the Australian Quality Training Framework.

Within the identified course, RPL is determined against the learning outcomes for each competency.

For Credit Transfers, a certified copy of the training record shall be provided. In the case where there is insufficient mapping to the new competency, then this training can be used as part of the RPL process. Otherwise, there is no other paperwork required by the participant.

The specific details in each stage in the RPL process are as follows:

STAGE	ACTIVITIES	RESPONSIBILITY
Information	Information on benefits and the process of RPL is available and given to applicants on application. Application form available for RPL into each competency. Fee structure for the RPL process is clear.	Assessor
Initial Support	JobSmart, as your RTO is available to provide support for the applicant to complete an RPL application. This could include coaching, guidance and information through individual and group meetings.	Assessor in consultation with the participant
Application	The RPL application form uses the training package (program) competency learning outcomes as the criteria. Clear guidance is provided about the range of evidence required to take account of formal courses completed, on-the-job experience and life experience. The application form gives clear guidance on the format for submission of evidence.	Participant with support from Assessor
Assessment	Assessment will be against each learning outcome of the competency.	Assessor in conjunction with the participant
Notification	Applicants are notified of the assessment outcomes within two weeks of assessment.	Assessor
Post-Assessment Guidance	Feedback is provided to applicants on the assessment process and whether the applicant was successful or not. Options are provided for applicants who were not successful.	Assessor
Certification	Applicants who receive RPL for a competency (s) are entitled to a Statement of Attainment and for a course a Certificate	Assessor

2.9 Access and Equity Policy

The purpose of the Access and Equity Policy is to maximise access, participation and outcomes in our training processes for all participants regardless of colour, race, gender or employer.

JobSmart's access and equity policy is based on application of the principles of:

- Equality for all people through the fair allocation of resources and involvement in vocational education and training.
- Equality of opportunity within JobSmart's vocational education and training programs for all participants.
- Access for all Queenslanders to appropriate, quality vocational education and training programs and services, and
- Increased opportunity for people to participate in vocational education and training and in relevant decision-making processes within JobSmart's programs.

2.10 Participant Welfare and Guidance

For guidance within the program, participants are requested to seek the advice of the trainer. For other matters of guidance e.g. career, course, finance, mediation special needs, participants are requested through their trainer to involve JobSmart's management. Further to this, there may also be assistance that can be accessed through DET.

2.11 Disciplinary Procedures

It is expected that participants behave in a socially responsible manner and respect the rights of other participants, co-workers, and JobSmart training/administration staff in line with the principles of this handbook.

However, if JobSmart feels that the training relationship is being abused eg. repeatedly not following training plan, disruptive work/classroom behaviour, then we reserve the right to take disciplinary action eg. cancellation of training contract or arrangements.

2.12 Language, Literacy and Numeracy

Each participant shall be assessed for their language, numeracy and literacy needs and where necessary support arrangements shall be negotiated. In the case of traineeships, all participants must undertake the completion of JobSmart's Probation Task Book.

2.13 Privacy of Personal Information

For general training enrolments, the information is basic in nature (name, address, contact information, special needs) and is essentially required to maintain good customer service and contact with each participant.

However, participants that receive State government funding must be reported to state/territory registering bodies under the requirements of the Australian Vocational Education and Training Management Information Statistical System (AVETMISS).

Information collected is as follows: name; address; contact details (telephone); date of birth; gender; country of birth; citizenship; whether Aboriginal or Torres Strait Islander; language spoken at home; disability information; education details; previous qualifications; employment status and employer details.

JobSmart only collects personal information by fair and lawful means and not in an unreasonably intrusive manner. JobSmart shall take reasonable steps to ensure that personal information is accurate, complete and up-to-date.

Participants are encouraged to help us keep their personal information accurate, complete and up-to-date by contacting our staff and informing us of any changes to details.

We shall also take reasonable steps to destroy or permanently de-identify personal information if it is no longer required for any purpose, generally through shredding documents in our internal system.

Participants are provided with the opportunity to access the personal information we hold on them and where appropriate, may be able to correct that information if they determine that it is incorrect.

2.13 Applied Client Service Training Standards

JobSmart's policy is to provide high quality education with the focus on consistent customer service. The training shall be directly relevant to the individual and delivered in a process that is negotiated to best suit learning needs, with the aim to take the "hassle out of training". Our minimum standards for client service are summarized in the following clauses.

Provision of Training:

- Participants shall have a qualified trainer appointed as per 2.1. Where applicable, tutors shall work under direct supervision of trainers.
- All participants shall have a training induction on enrolment.
- All participants shall have an orientation on commencement of training.
- Traineeship participants shall receive at least a monthly progress visit or training phone call, if not attending JobSmart's training facilities. (Our present standard practice is at least fortnightly contact but is dependent on participant and employer availability.)
- Assessment items shall be marked and feedback given within 5 working days.
- Appeals and complaints shall be handled as per 2.6.
- RPL applications shall be assessed and applicant notified within 5 working days.
- Assessments shall be monitored by the Managing Director to ensure consistency and equity at the completion of each competency or program.
- Re-submitted written assessments shall be reviewed by the Managing Director (or nominate representative) prior to return to participant.
- On completion of training, the participant shall be issued with a certificate and a record of competencies within 21 working days.
- On partial completion of a certificate, the participant shall be issued with a statement of attainment within 21 working days, if there is no intention to complete the relevant certificate.
- Refund of fees shall be made as per clause 5. The refund shall be made within 5 working days of receipt of refund application.

3.0 Admission Procedures

3.1 Procedures

All participants shall complete an enrolment form for general training and pay an initial sign-up tuition fee, where applicable. Traineeship participants complete a training contract with their chosen Australian Apprenticeships Centre and on receipt of a copy of the contract; JobSmart shall be notified of their acceptance by letter to your employer.

3.2 Fee Calculations

- Commercial training and fee-for-service certificates is by quotation.
- Tuition fees are a participant's contribution to the cost of tuition and under the Department of Education and Training (DET) fees and charges policy are to be charged a tuition fee effective 01/01/10 of \$1.45c per nominal training hour per competency (This fee applies to training and recognition of prior learning, there is no charge for credit transfer)

3.3 Fee Exemptions for User Choice Traineeships Only

Provision exists for partial and full exemptions so as not to financially disadvantage participants.

Participants will not be charged more than 40% of the tuition fee, if it can be shown that they fall into one or more of the following exemption categories:

- The participant was or will be under 17 at the end of February in the year in which the SRTTO provides training and the participant has not completed year 12. (Proof of age will be required).
- The participant holds a health care card or pensioner card issued under Commonwealth law, or is the partner or a dependent of a person who holds a health care card or pensioner concession card and is named on the card.
- The participant supplies an official form under Commonwealth law confirming that the participant, his or her partner or the person of whom the participant is a dependant, is entitled to concessions under a health card or pensioner card.
- The participant is an Aboriginal or Torres Strait Islander person.

Please note: A participant may be totally exempt from paying the tuition fee if they are enrolled in a school-based traineeship or it can be shown that, notwithstanding that the participant does not fall into any of the exemption categories set out in this Clause, payment would cause the participant financial hardship. The decision to allow exemptions is at the discretion of JobSmart. The JobSmart internal appeals process must determine any appeals to this decision. All applications should have appropriate supporting documentation.

4.0 Arrival

4.1 Location

JobSmart's professional training facility (head office) is located at Enterprise House, Suite 5/7 Hillyard Street Pialba. Contact phone number is 41245477, fax number 41245955, email: jobsmart@bigpond.net.au, web: www.jobsmart.net.au. All other training is either carried at the workplace or at a training venue mutually agreed on by all parties.

4.2 Transport / Parking

For our Hervey Bay training room, there is ample parking at the carpark on the corner of Main Street and Torquay Road. The Hervey Bay City Council bus stop is in Main Street. The stop is a short walk to JobSmart. For all other venues, location details shall be provided prior to commencement of training and transport arrangements agreed on.

4.3 Training Manuals and Workbooks

All participants have access to the JobSmart library at no additional cost. Should participants wish to purchase a textbook or manual then it can be arranged through the JobSmart head office. In addition, JobSmart has access to the Hervey Bay City library and we can arrange resource books for you at no cost.

5.0 Studying

5.1 Library

The library is to assist participants with specific learning needs. In most cases, participants are asked to negotiate their appropriate needs with their trainer.

5.2 How do I plan my course?

In most instances, your JobSmart trainer or training consultant shall develop a training plan with you and your employer (in the cases of certificate/short course programs). This plan shall include time frames, learning and assessment strategy, assessors, supervisors and essential training information.

5.3 Training

For certificate courses, as part of your Training Contract, the period of time the participant is to be withdrawn from productive work for the purposes of undertaking formal teaching/instruction/learning and assessment is based on the course's nominal hours eg. BSB30407: 508 hours. However, please note that the actual approved hours for an individual participant will vary according to the competencies specified in their individual training plan. (For further details, refer to the QTIS web site: http://tsx.dtiir.qld.gov.au/cgi-bin/dycqi03.exe/inetsite/app/qtis/qtis_a-z.stm?ta_type=Traineeship).

However, the bulk of work time obviously covers daily activities (inclusive of non-formal training) to support this formal training. The successful combination of formal and non-formal training, with workplace assessment, results in the participant's demonstrated competence.

From our practical experience, the formal training period is significantly reduced through JobSmart's flexible delivery-training mode. To achieve a successful outcome for all concerned, we seek both the participant's and qualified workplace supervisor's commitment to the effective removal from productive work for this formal training, as per the training plan and an agreed timetable. It must be noted that the qualified workplace supervisor (s) is responsible for delivering the "non-structured or non-formal" (work) training to the participant, in support of the "structured or formal" training delivered by JobSmart.

5.3 Training (continued)

Obviously, as stated above, the bulk of the time is spent by the participant in the workplace, gaining skills and knowledge for the job role. Our "structured or formal" training is designed to meet the nationally accredited competencies as listed in your training plan. It is a requirement of the Vocational Education, Training and Employment Act 2000 that the workplace supervisor be a suitably qualified person. However, this person (s) does not have to necessarily be the participant's direct supervisor. If you have any concerns, please advise us during the induction process or throughout the training period should the situation change. In addition, we ask for your assistance in documenting the necessary evidence to demonstrate accelerated progression and resulting reduction in the withdrawal period.

Your trainer shall arrange your first training visit within the next 30 days, following your induction. You have the right to negotiate the following matters that best suits your needs and offers a best fit: selection, content and sequencing of units of competency, timing, location and mode of delivery, trainer used to facilitate training, who conducts the assessment and how the training is delivered.

JobSmart uses flexible delivery-training mode, requiring the participant to be withdrawn from productive work, for the purposes of undertaking formal teaching/learning/instruction and assessment. Our flexible training delivery mode includes face-to-face tutorials, assisted with learner-supported training sessions (phone/fax/email); supplemented with workbooks and other learning materials. Participants complete a combination of workbook tasks and revision activities developed by the a range of quality training resource providers, computer software program training manuals, library/internet resources, JobSmart-developed learning materials and demonstrated workplace activities.

To complete the course, the participant must have access to an appropriate working environment with access to a computer (and in most cases, internet facilities).

With the view to achieving a successful outcome for all parties, it is our intent to work with your organisation and personal commitments. We have found that at least monthly face-to-face tutorial contact, combined with a training session of 2 hours minimum per week, where the participant is removed from productive work, is required to optimize the likelihood of a timely completion. If additional time is required, then this will be negotiated for each competency.

Your training times and activity shall be recorded on our Traineeship Training Interaction Sheets. These are retained by JobSmart for the duration of the training contract and archived as part of the participant's training file. The participant and supervisor have access to these records at anytime during our business operating hours. In addition, we recommend that the participant keeps a log of their removal from productive work and training activity, in the form of paper or electronic diary entries. To assist you, we have provided a training log in your Training Record Book. The training plan will be reviewed at least every 3 months.

For general training, the method of delivery and assessment shall be negotiated at the time of quoting, induction or commencement.

5.4 Assessment

Unless otherwise specified, the assessment strategies include assignments from workbooks, manuals and assessment instruments provided by JobSmart combined with workplace evidence of competency verified through the training record book assessment checklists. Participants and employers can negotiate delivery assessment options with your nominated trainer so that they provide you with the flexibility to suit your workplace conditions. A summary of these assessment options shall be recorded in the participant's Traineeship Training Interaction Sheet.

Each competency that you undertake will have at least two assessment processes. Generally, there will be an assessment task clearly set out for you. This task is negotiable and may be substituted for another, provided it tests the same criteria. The second process will involve an assessment checklist where the trainer, participant and employer (if appropriate) will confirm assessment by considering all evidence. Credit Transfer and RPL applications must be presented to your trainer. (refer to Clause 2.0 Training Code of Practice.)

5.5 Trainer / Training Consultants

All participants will have a trainer allocated to them. Participants will also have a training consultant to complete the initial induction process. Trainers are concerned with your training program and your academic progress. Training consultants are concerned with the monitoring of the traineeship. In some cases, they may be the same people. Trainers will want to stay in regular contact with participants doing flexible delivery, generally at least fortnightly. Your first point of contact for most things should be with your trainer.

5.6 Monitoring and Evaluation of Outcomes

Unless otherwise specified on the training plan, the monitoring arrangements shall be conducted through training sessions, workplace visits and phone/fax/email contact. Any major variations shall be discussed and recorded on the training plan and where deemed necessary by the training consultant/trainer, a file note shall be made. For certificate courses, our minimum workplace visit schedule to monitor the progress of your traineeship shall be three times p.a. for full-time and six times p.a. for part-time, generally an initial visit, mid-term visits and a final visit one month prior to completion.

The training consultant/trainer shall be nominated on the training plan. Monitoring of the participant's progress shall be recorded on a form included in your Training Record Book. The monitoring and evaluation of outcomes begin with the trainer allocated to each participant. New trainers are provided with a mentor to ensure consistency of standards and any issues brought to the attention of the Managing Director for review. The participant is sent a survey that evaluates the achievement of outcomes. Longer-term outcomes are evaluated by way of a destination survey. Participants are issued with a Training Record Book and for general participants with a course registration form, to monitor outcomes.

6.0 Participant Support Services

6.1 Employment Services

All participants who need to find employment should register with as many of the Job Network/private employment agencies, as practical. If you require a resume (or upgrade) or development of job selection criteria, please do not hesitate contact us.

6.2 Sexual Harassment Officer

JobSmart has detailed policies on sexual harassment and equal opportunity. Our Sexual Harassment Officer is Robert Garland.

6.3 Access and Equity Officer

Our aim is to provide equal access and equality for all our participants. JobSmart's Access and Equity Officer is Robert Garland.

6.0 Participant Support Services (continued)

6.4 Learner Support Arrangements

If you feel you have special needs you should discuss them with your trainer. In some cases, we may be able to access additional assistance through DET. In other cases, we may be able to modify the learning process to accommodate your needs. Our aim is to create the best possible learning environment for all our participants.

6.5 Safety

All staff and participants have a responsibility for safety at JobSmart. Hazards and accidents need to be reported to the safety officer. Your trainer will help you with the necessary forms. JobSmart's Safety Officer is Robert Garland.

6.6 Travel and Accommodation Subsidies for User Choice Participants Only

Where participants are required to travel to attend structured training by JobSmart, assistance may be available through DET. For more information, please raise this with your trainer or contact us direct on 41245477.

7.0 What Do I Do If?

7.1 I make a mistake or want to adjust my enrolment

You should discuss the adjustments with your trainer (and where applicable, your supervisor) who can advise on the appropriateness, facilitate and record the adjustment.

7.2 I want to get credit for past studies or experiences in field of study

For details on how to apply for credit transfer or RPL, refer to JobSmart's Training Code of Practice. If your studies are sufficiently similar or in the same vocational area at a higher level you may be eligible for direct credit. In either case, you should contact your trainer to assist you with the process.

7.3 I need proof of enrolment status

You should contact your trainer to organise a letter through the JobSmart office.

7.4 I am sick or on leave and miss an assessment

In most instances, assessment timing is flexible and only requires negotiation with your trainer, preferably in advance.

7.5 I don't have all pre-requisites for a training program

You need to complete the pre-requisites of individual competencies prior to commencement of the higher-level training, if you don't have them. They will be set out on your training plan. Your trainer will advise if you have any concerns.

7.6 I want to appeal against an academic decision

Essentially you should discuss your concerns with your trainer and then if you still believe you have a case then you should contact the Managing Director. (refer participant grievance appeals, JobSmart's Training Code of Practice.)

7.7 I want to make a complaint

We actively work at providing an environment where no participant has a complaint. We do however welcome complaints as they represent an opportunity to improve our services for all participants. (refer participant appeals, JobSmart's Training Code of Practice.)

7.8 I want to interrupt my studies / cancel or suspend my training

To interrupt your studies you should negotiate with your trainer. If you are completing a traineeship and you need to suspend, change from full time to part time or cancel, then you should contact your trainer so that the appropriate government paperwork can be completed with your employer.

7.9 I lose my Training Record Book

Your training record book is an extremely important document and must be kept up to date. Your trainer will assist with this. For participants, the Department of Education and Training can fine you if you cannot produce it at the workplace. If you lose your book you need to contact your trainer urgently so that a new one can be issued and entries made from our records.

8.0 Completion of course - What happens?

8.1 General Records

Your trainer shall assist you with the paperwork for course and traineeship completion.

8.2 Certificates

JobSmart shall provide for you the appropriate Certificate qualification and a Record of Competencies when you complete your course. For participants, we will return your Training Record Book after copying electronically. If you partially complete a qualification, JobSmart will provide a Statement of Attainment for the competencies achieved.

8.3 Training Records

JobSmart retains the official record keeping documentation indefinitely. If you need a second copy of your Certificate at a later date, it can be provided for you but a fee will apply.