

RTO 45417**JMDR**

JMD Railtech Pty Ltd Student Information Handbook

As an RTO we maintain systems to ensure we meet the required standards and the auditing processes that are required for a nationally consistent, high quality vocational education and training system regulated by the Australian Quality Skills Authority (ASQA).

This handbook sets out the rights and obligations of the learner and the rights and obligations of JMDR. Information may be provided to the learner through one or more documents, such as our enrolment form, a specific policy and procedure and/or information pack.

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Contents

Message From the Managing Director.....	3
Registered Training Organisations registration	4
Quality	4
Enrolment	4
FEES AND CHARGES.....	4
Non-payment of fees	5
Refunds.....	5
Appealing Refund decisions	5
Unique Student Identifier (USI)	5
Workplace Health and Safety Policy	6
Harassment and Discrimination Policy	6
Working with Children.....	6
Recognition of Prior Learning (RPL) other Qualifications	6
Access and Equity.....	7
Course Pre-Requisites	7
Language Literacy & Numeracy Skills (LL&N)	7
Complaints and Appeals	7
Replacement of Training Records	8
Privacy	8
Student Training Records Policy	9
Acceptable Behaviour During Training	9



Message From the Managing Director

Welcome to JMD Railtech Pty Ltd. Our trainers and assessors are highly qualified and have extensive industry related experience. We are here to support our students through our training programs and to ensure they have an enjoyable learning experience.

Thank you for choosing our organisation to assist you with achieving your learning goals.

Your decision to undertake study is an important one. Our team of friendly and dedicated staff is available to make your learning experience unique.

To guide you through your study, we have developed this Student Handbook. It sets out the processes and procedures that have been put in place to guarantee consistency and quality. We believe that every student should receive 'value for money'.

We provide Competency and other Rail Signalling Services to the industry and have staff with extensive experience in all aspects of the industry. Hence we have current knowledge and hands on experience of its special needs and current practices and demands.

We aim to provide you with the best facilities, trainers and support services to ensure that your learning experience meets and exceeds your expectations.

You may wish to refer to these details in this document during your study.

On behalf of my valued team, and myself, I wish you an enjoyable and rewarding training experience.

Yours Sincerely,



Dilip Goyal

Managing Director

Registered Training Organisations registration

This handbook covers nationally recognised training and assessment which can only be delivered by a Registered Training Organisations (RTO). As an RTO we maintain systems to ensure we meet the required standards and the auditing processes that are required for a nationally consistent, high quality vocational education and training system regulated by the Australian Quality Skills Authority (ASQA).

This means that upon successful completion of training you will be issued with a Statement of Attainment in the applicable unit of nationally recognised unit of competency.

As an RTO JMDR will not guarantee that:

- A student will successfully complete a training product on its scope of registration,
- A training product can be completed in a manner which does not meet the requirements the Standards for Registered Training Organisations
- A student will obtain a particular employment outcome where this is outside the control of JMDR.

Quality

JMDR's Quality Policy provides the framework for the implementation of quality principles and continuous Improvement in our training and ensures sufficient strategies and resources are maintained and systematically monitored to ensure that our services always comply with the Standards for RTOs and the Australian Qualifications Framework (AQF).

Enrolment

JMDR will provide all prospective students with information that outlines the approved services of JMDR under our scope of registration as an RTO. This handbook sets out the rights and obligations of the learner and the rights and obligations of JMDR. Information may be provided to the learner through one or more documents, such as our enrolment form, a specific policy and procedure and/or information pack.

Applicants must complete the JMDR enrolment form online via the Book it Live Portal.

Applicants must receive confirmation of enrolment, accept the Terms and Conditions of our training, and pay the agreed fees.

There are pre-requisites to enrolling (in some of our training programs) such as Language Literacy and Numeracy requirements, medical assessment and/or drug & alcohol testing (for rail related training) and/or the provision of a 100-point ID check.

Specific details of these pre-requisites are contained in individual course information documentation.

If you have any questions, please do not hesitate to discuss with our staff.

FEES AND CHARGES

All specified fees must be paid by the specified due dates or prior to commencing the course. Payments can be made by direct bank deposit, or credit card payments.

ABN registered companies may register with JMDR for payment of fees by invoice.

Trainers will not accept payment on the day unless this has been agreed in advance.

All outstanding fees must be paid prior to issue of the statement of attainment.

Non-payment of fees

Failure to pay fees prior to attending the course may result in not allowing the learner to attend the training and assessment unless prior arrangements or agreement is in place.

Refunds

Students will be entitled to a full refund of course fees if the following occurs:

- The learner has given more than two (2) business days' notice from the course date.
- The course is cancelled by JMDR for any reason
- The learner has medical, hardship or another extenuating circumstance which prevents their attendance.
- The RTO Manager is of the opinion that the course has not met the reasonable expectations of the learner.

Where the learner gives less than 2 full business day's notice an administration fee of \$30.00 will be retained prior to refunding the course fees.

Learners who withdraw from their booked course on the day of the course, or who fail to attend will forfeit all monies paid to JMDR.

No refund of tuition fees will be made after the learner's scheduled course commencement date.

Requests for refunds must be made in writing to the RTO Manager as soon as practicable and should include any relevant documentary evidence. Refunds will be processed within 14 days after receiving the learner's written request and made to the payment source

The RTO Manager will assess applications for these circumstances on a case by case basis.

Appealing Refund decisions

Learners can appeal a refund decision as per The Complaints and Appeals Policy and Procedures. (Refer to Complaints and Appeals Section).

Unique Student Identifier (USI)

The Student Identifier Act 2014 requires that any learner enrolling into nationally recognised training must provide a Unique Student Identifier (USI) number. A USI number will make it easier for learners to find, collate and authenticate their Vocational Education and Training (VET) achievements into a single transcript. It will also ensure that learner's VET records are not lost.

JMDR will not issue AQF certification documentation to an individual without being in receipt of a verified Student Identifier number for the learner.

Students can access the usi.gov.au site to create an USI. They can also access the "forgot USI" link if they have forgotten their USI. RTOs can assist learners to create a USI number and/or assist with finding a lost one where required.

Learner's USI number will be recorded in our learner management system.

Workplace Health and Safety Policy

Students will be inducted to all training rooms prior to formal commencement of training. Students must comply with all safety and training instructions which includes:

- Maintain a safe, clean and efficient, working environment,
- Comply with applicable procedures and practices in accordance with State and Local Government Health regulations,

Harassment and Discrimination Policy

We provide a workplace that is free from all forms of harassment and discrimination. Students who don't comply with this policy may not be permitted to continue training with JMDR.

Working with Children

We do not currently provide training and assessment to anyone who is under the age of 18 years.

Recognition of Prior Learning (RPL) other Qualifications

Recognition of prior learning (RPL) is a process that assesses an applicant's competencies acquired through past formal and informal learning to determine if they meet the requirements for a unit of competency.

All AQF qualifications and statements of attainment issued by other registered training organisations will be fully recognised by JMDR. Applicants will be required to produce a certified copy or the original certificate to the RTO Manager who will make note of the qualification in our record system.

These qualifications will be recognised and where appropriate may be used to reduce any training program being offered by us.

A variety of documentation can be used to apply for RPL. This includes, but is not limited to:

- records of completed training (i.e. statement of attainment)
- assessment records
- declarations from an employer, and/or
- a copy of individual's records provided by ASQA (if not available from another RTO)

JMDR may charge a fee for RPL based upon the documentation required and/or the process required to make the necessary assessment. This may vary from the cost of issuing a statement of attainment, an assessment cost or the full training and assessment cost as identified for the specific training course.

Access and Equity

We are committed to ensuring that we offer training opportunities to all people. We provide equal access to our training programs irrespective of gender, culture, linguistic background, race, socio-economic background; disability, age, marital status, pregnancy, sexual orientation or carrier responsibilities.

JMDR will aim to adjust assessment and training for learners with a disability or learning difficulty and this may include alternative methods of assessment or training.

As part of the enrolment process any required learner support will be identified.

JMDR will treat each request for a reasonable adjustment to our training and assessment on a case by case basis. Any adjustment will be reasonable, necessary and possible but will not change competency outcomes or requirements of the training package.

Course Pre-Requisites

Pre-requisites for any training we deliver will be identified in the relevant course information pack available on our website, or from our training reception.

The inherent requirements of any work include considerations for the health and safety of the employee and others. The ability to work safely and to complete the training required to equip them to do so is an inherent requirement of any job. Operational efficiency and safety obligations may require a competency in English literacy and numeracy which means the ability to read and speak English to a standard that enables the person to give and/or understand safety and work-related instructions.

Language Literacy & Numeracy Skills (LL&N)

Participants in our programs will be required to demonstrate that they can comprehend and apply the learning outcomes of the program. Language Literacy & Numeracy (LL&N) levels are considered during resource development and the design of the assessment tools reflects the LL&N competence required in the workplace

If JMDR determines that your English language, literacy or numeracy is not at the appropriate level that will enable you to successfully complete the learning and assessment in this program our staff will provide you with relevant information of services available that can assist you with improving your language, literacy or numeracy skills prior to attempting to participate in this program.

Complaints and Appeals

JMDR will assess all complaints openly and honestly and aim to resolve problems through fair and reasonable means. We will aim to resolve complaints early by consultation, discussion and provision of additional advice/information, and general mediation in relation to the issue.

If an issue cannot be resolved initially, then the complainant can complete a "Complaints and Appeals Form", by contacting the JMDR RTO Manager and returning the form to the RTO Manager either by email or post.

Replacement of Training Records

Persons can apply for reissue of training records on provision of:

- 100 points of identification
- USI.

Applicants may be required to provide supporting evidence (e.g. Passport, Birth Certificate, etc.) and/or complete a Statutory Declaration and pay a fee before the request will be processed.

In cases of name change, applicants must also provide original or certified copies of relevant documentation to support their specific situation e.g. Birth Certificate, Marriage Certificate, Notice of Dissolution of Marriage, and Change of Name Certificate.

Privacy

We comply with all legislative requirements, including the Privacy Act 1988 and National Privacy Principles.

In some cases, we will be required by law or required by the NVR Standards to make student information available to others.

Under the *Data Provision Requirements 2012*, we are required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER).

Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by [insert RTO name] for statistical, regulatory and research purposes. [insert RTO name] may disclose your personal information for these purposes to third parties.

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing statements of attainment or qualification, and populating authenticated VET transcripts;
- facilitating statistics and research relating to education, including surveys;
- understanding how the VET market operates, for policy, workforce planning and consumer information; and
- administering VET, including programme administration, regulation, monitoring and evaluation.

You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted.

NCVER will collect, hold, use and disclose your personal information in accordance with the *Privacy Act 1988* (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

Student Training Records Policy

We are committed to maintaining the accuracy and security of training records. Our records management complies with National VET Regulator Act and to comply with the VET Quality Framework.

Information submitted digitally (i.e. electronic data, using an electronic form or application or by sending an email) will only be collected and used for the purposes that it is provided.

Examples of personal information that JMDR may hold include:

- Name of the individual
- Address of the individual
- Telephone number
- Date of Birth
- Language spoken at home
- Email address
- USI
- Training dates
- Special needs
- Results of assessment tasks
- Qualifications issued.

Acceptable Behaviour During Training

All staff, learners and potential learners at JMDR can expect the same rights being:

- The right to learn, teach or carry out their duties
- The right to be treated fairly and with respect
- The right to be safe in the workplace

If a trainer or staff member is unhappy or dissatisfied with the behaviour or performance of a person attending training the trainer has the authority to:

- Warn the individual that their behaviour is unsuitable, or
- Ask the individual to leave the class, without refund or acceptance into another course, or
- Immediately cancel the class.

JMDR, has a zero-tolerance policy towards illegal drugs. Any person found to be in possession or under the influence of illegal drugs or under the influence of alcohol will be asked to leave the premises. In some cases, prescription drugs will affect your performance. If concerned, please discuss this with your trainer prior to course commencement.

Cheating or plagiarism (copying of someone else's work) will not be tolerated and will result in the learner's assessment being dismissed.