

010-P2 Conditions of Training

1. Privacy Notice

Under the Data Provision Requirements 2012, JMDR is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER) as set out in our enrolment form.

Personal information (including the personal information contained requested in our enrolment form and your training activity data) is managed in accordance with our Privacy Policy 1988 (cth).

2. ENROLMENT

All persons wishing to train at JMDR must complete the JMDR enrolment form and agree to these terms and conditions.

All potential students must complete a JMDR Training Enrolment form and receive a confirmation of the time, date and location of the training. Where courses are not fully subscribed for a specific training session, or if trainers and/or venue becomes unavailable, JMDR will reschedule that training with two days notice and persons enrolled in that session will be able to book an alternative training date.

Applicants must complete the JMDR enrolment form which can be downloaded from our website and then return the completed form to the email/postal address(s) nominated.

- Name,
- Address and Contact details
- Course
- Unique Student Identifier (USI)
- Requested dates
- Special needs

Applicants must accept the Conditions of our training and pay the agreed fees.

You will also be requested to complete a statistical information questionnaire

If you consider you will require support to complete the training you should identify this in the space provide on the enrolment form. You can also arrange to discuss this with our head trainer or RTO Manger if you need help.

3. PRE REQUISITES

Any prerequisites will be identified in the material relating to the specific course. In addition to any specific prerequisite most of our training courses will require you to demonstrate adequate English language skills.

Language Literacy & Numeracy (LL&N) levels are considered during resource development and the design of our assessment tools reflects the LL&N competence required in the workplace.

If you are unable to demonstrate that you can communicate effectively in English and have the appropriate literacy levels to participate in this program you may be required to complete a simple language, literacy and numeracy test.

If an assessment supports it, and approved by our RTO Manager, reasonable adjustment may be applied in accordance with our Access and Equity Policy. Please note that Reasonable Adjustment does not change the training or assessment requirements.

4. CONFIRMATION of ENROLMENT

JMDR will confirm enrolment details to the learner which will include:

- Details of the training location
- What the learner needs to provide
- Confirmation of the course start time and location
- the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
- fees and charges
- Any special requirement

5. REQUIREMENT FOR TRAINING DAY

To attend training on the day you must:

- Have confirmed enrolment details and paid the course fee
- Bring a pen to take notes and complete the assessment
- Provide a government issued photo ID (driver's license etc).
- Wear appropriate clothing to be able to perform in group activities and demonstrations

6. 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 will be asked to leave the premises.

Anybody found to be under the influence of drugs or alcohol will be asked to leave the premises.

In some cases prescription drugs will affect your performance, 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.

7. FEES AND CHARGES

Unless agreed otherwise (ie payment is to be made by invoice), JMDR require that all fees be paid by the nominated time and prior to commencement of training. Payments are to be made by direct bank deposit or by EFTPOS. Cash will only be accepted at our main administration office **BEFORE TRAINING DAY**. Cash will not be accepted by our trainer on training day. Please note that Statements of Attainment will not be issued until any outstanding fees are paid

It is a requirement of JMDR that all specified fees be paid by the specified due dates or prior to commencing of the course. Payments can be made by EFTOS, direct bank deposit, credit card payments or in cash at the administration office of JMDR.

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.

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.

8. REFUNDS

No refund of tuition fees will be made after the student's scheduled course commencement date. Persons who have paid a fee for training are only entitled to a full refund of course fees if the following occurs:

- The student has given a clear business days' notice before the nominated training day. If less than one full business day notice is given an administration fee of \$30.00 will be retained.
- The course is cancelled by JMDR for any reason
- The student has medical, hardship or another extenuating circumstance which prevents their attendance. The RTO Manager will assess applications for these circumstances on a case by case basis
- The RTO Manager is of the opinion that the course has not met the reasonable expectations of the participants.

Note: 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 28 days after receiving the student's written request and made to the payment source. Students can appeal refund decision as per The Complaints and Appeals Policy and Procedures as set out in Item 9 below.

9. ASSESSMENT OUTCOMES STATEMENTS of ATTAINMENT (SOA)

If you are assessed as "Not yet competent" on your first attempt at the assessment following the training, you will be given one (1) other opportunity to demonstrate your competence. If you are still not successful after this you will need to re-enrol, pay another standard course fee and repeat the training and assessment for the course. Prior to commencement of training, participants must make themselves aware of the minimum requirements to attend training and complete the applicable assessment. Unless otherwise specified, fees cover the cost of training, assessment and issue of Statement of Attainment/Training only.

SOA's will be posted to the student's address as given on the enrolment form within 10 business days of successful completion of training (subject to no outstanding fees and provision of valid USI, and including medical assessments where this is an industry requirement).

10. COMPLAINTS AND APPEALS PROCEDURE

All complaints/appeals should be forwarded in writing at the earliest possible opportunity to RTO Manager at JMDR

The Managing Director of JMDR may delegate responsibility for the resolution of the complaint/appeal as required.

The student/stakeholder will be advised in writing of the outcome of their complaint.

If the outcome is not to the satisfaction of the student, they may seek an appointment with the Managing Director JMDR.

The Managing Director JMDR decision will be final. The student has then the option to seek outside assistance to further pursue the complaint.

All grievances and appeals will be handled as "In-Confidence".