

✓ REGISTERED TRAINING ORGANISATION

# Student Terms & Conditions

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Job Trainer Australia  
RTO 45742 · ABN 95 647 755 600

Version 2.0

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## About & General

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### About

Job Trainer Australia is a Registered Training Organisation (RTO 45742) delivering nationally recognised training. The team at Job Trainer Australia has collectively 30 years of training and compliance experience. Our primary focus is you. We aim to provide the highest quality e-Learning for individuals or for large companies across Australia.

### 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.

### 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 one (1) working day to respond.
- Assessment feedback will be given within 10 working days of our receiving the assessment in the office.
- Statements of Attainment/Qualifications are issued within thirty (30) calendar days of your completion.

## Acceptance of Terms and Conditions

The following terms and conditions apply to all completed registrations whether undertaken by the student, or third party on behalf of the student completing training with Job Trainer Australia. This document describes the terms and conditions that the individual is accepting by engaging with Job Trainer Australia or participating in a Job Trainer Australia course.

If you do not agree with these terms and conditions you should stop using the website immediately.

### Changes to Terms & Conditions

Job Trainer Australia reserves the right to update and/or change its website, contents and/or these Terms and Conditions and any associated products and/or services it offers. You will be bound by any changes to website, contents and/or these Terms and Conditions and any associated products and/or services from the first time you use the website following the changes. Agreement and consent of changes will be acknowledged by continued use of Job Trainer Australia's products and/or services. Changes may occur at any time without notice.

## Obligations and Guarantee

Job Trainer Australia guarantees to complete training and/or assessment of enrolled students providing the following conditions are met:

- Full fees are paid for the course/unit.
- The trainee meets the training/assessment requirements.

- The trainee meets the agreed training/assessment completion and submission due dates in accordance with the Training Plan; and
- The trainee meets all other obligations as stated in Job Trainer Australia Policies and the Student Handbook.

In addition, Job Trainer Australia's obligations to the student, include the responsibility of providing quality training and assessment in compliance with the Standards for RTO's 2025 in addition the issuance of the AQF certification documentation.

Should Job Trainer Australia cancel your training at any stage for any reason you will be entitled to a full refund in addition and in the unlikely event Job Trainer Australia is unable to deliver the training, you will be offered the option to enrol with another RTO and Job Trainer Australia will assist in both finding a suitable RTO and in the transition to the new RTO.

Statement of Attainment will be issued for all units successfully completed with Job Trainer Australia and any fees paid in advance owing to the student for training and assessment services not yet provided, will be refunded to you within ten (10) working days of the training being cancelled by Job Trainer Australia.

All noted documents below are provided to the student prior to the enrolment process.

Information includes:

- Student Terms and Conditions
- NCVET Privacy Notice

The following policies:

- Complaints and Appeals Policy
- Fees and Refunds Policy
- Assessment Policy

## USI, Overseas Students & Admission

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### Unique Student Identifier

A USI is required at the time of enrolment. You will not be able to proceed to train without your USI or notification of 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. Allowing 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 and to apply for your USI or an exemption go to:  
<https://www.usi.gov.au/students>

- Job Trainer Australia will not include the Student's USI on either the qualification or statement of attainment.
- All Students who are not in receipt of a verified USI will not be issued a certificate relating to nationally recognised training unless an exemption applies under the Student Identifiers Act 2014.

Further USI information can be found on the Job Trainer Australia website – 'USI Information'.

The USI is a requirement under Commonwealth legislation and conditions of registration for training organisations.

### USI Exemption – Offshore Training

#### Automatic Exemption

International students who complete all of their studies entirely outside Australia with an Australian education or training provider such as Job Trainer Australia are automatically exempt from needing a USI and therefore do not need to create one.

This automatic exemption also applies if an international student studying outside Australia holds Australian Government issued identification.

However, Australian Citizens who hold Australian Government issued ID are not considered USI exempt and will need to create their USI offshore.

#### USI Exemption for Offshore Training – Declaration

- I am an international student completing all of my studies entirely outside Australia with an Australian education or training provider, and I understand that I am automatically exempt from needing a USI and therefore do not need to create one.
- I understand that this automatic exemption also applies if, as an international student studying outside Australia, I hold Australian Government issued identification.
- I acknowledge and agree that my IP address may be monitored as evidence that I am completing this course offshore.

#### Australian Citizens

If you are an Australian citizen who holds Australian Government issued ID, you are not considered USI exempt and will need to create your USI offshore. Visit <https://www.usi.gov.au/students/create-your-usi>

## Overseas Students - Exempt CRICOS Courses

Job Trainer Australia offers training in exempt specific courses under the Education Services for Overseas Students ACT 2000 (ESOS Act) allowing overseas students to train in certain courses without registering them on the Commonwealth Register of Institutions and Courses for Overseas Students (CRICOS).

This instrument came into effect 29 June 2021.

Courses that Job Trainer Australia offer that are exempt include:

- SITHFAB021 – Provide responsible service of alcohol
- SITXFSA005 – Use hygienic practices for food safety
- SITXFSA006 – Participate in safe food handling practices
- SITSS00069 – Food Safety Supervision Skill Set

Please contact Job Trainer Australia prior to commencement of your training on 1300 020 615 if you believe you have enrolled incorrectly.

Courses that Job Trainer Australia offer that are NOT exempt include:

- 52863WA – Course in Management of Licensed Premises.
- MLPLCA001 – Manage legislative responsibilities for the sale, supply and service of liquor
- MLPLCA002 – Manage premises for the sale, supply and service of liquor
- MLPLCA003 – Manage environments for the production or wholesale supply service of liquor

If you are on a student visa or secondary student visa, you are unable to train in the 52863WA course.

## Admission and Entry Requirements

Job Trainer Australia requires that you 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.
- Where the student is under 18 years of age, have the written consent of a parent or guardian to enrol.

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## Student Welfare & Inclusion

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### Wellbeing

Job Trainer Australia identifies the wellbeing needs of the VET student cohort and implements strategies to address these needs, as outlined in Wellbeing: Standard 2.6.

Job Trainer Australia demonstrates:

- It evaluates the training product content to identify the wellbeing needs of the VET student cohort and determines appropriate support services.
- It informs VET students about the availability of wellbeing support services, including any organizations they can contact or additional steps they can take to enhance their wellbeing.

Students have the opportunity to communicate any additional support requirements on the registration page prior to enrolment. Wellbeing support services are accessible on every page of the learning platform and include live chat, a toll-free helpline, a website inquiry system, and a Help and Support Quick Link. This quick link, available within the student training account, provides system information about the user's device, which may be requested during support inquiries to assist with troubleshooting and resolving issues.

### Diversity and Inclusion

Job Trainer Australia is dedicated to creating a supportive and inclusive learning environment that values and promotes the diversity of VET students as outlined in Standard 2.5.

Job Trainer Australia demonstrates:

- Fostering a safe and inclusive learning environment for all VET students.
- Providing a culturally safe learning environment specifically for First Nations people.

The learning environment at Job Trainer Australia is free from racism, discrimination, and all forms of harassment. It ensures that the training environment, activities and materials, assessment processes, and wellbeing support services are accessible and inclusive for all. Special attention is given to individuals from diverse backgrounds, including young people, people from culturally and linguistically diverse backgrounds, individuals of different genders, neurodivergent individuals, people from diverse socio-economic circumstances, and those who identify as LGBTIQ+.

In particular, Job Trainer Australia prioritizes creating a culturally safe environment for First Nations people. This includes implementing affirmative measures to support their enrolment, participation, and overall success in training programs.

To further enhance accessibility and inclusivity, Job Trainer Australia provides:

- Assistive technology, such as text-to-audio features.
- A Free Training App to make learning more flexible and accessible.
- A free and accessible assistive translation service.
- A customisable platform with both dark and light modes.

These measures work together to ensure that every student has access to a safe, inclusive, and supportive learning experience.

## Access and Equity

Job Trainer Australia 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 Trainer Australia reserves the right to suspend from their training courses students who are:

- Unable to actively participate in the course activities as a result of injury.
- Disruptive or aggressive.
- 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.

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## Enrolment & Authenticity

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### Enrolment

Once you have selected the training product you wish to enrol in, you will be presented with information relevant to that particular course. It is your responsibility to read and understand the information provided.

To proceed with enrolment you will be required to open, read and understand Job Trainer Australia Terms and Conditions. Only then can you complete the enrolment process. By accepting the terms and conditions, you are declaring that you have read and understood information provided by Job Trainer Australia. Job Trainer Australia's student management system records your acknowledgment on that date and is retained in Job Trainer Australia's management system.

Students are required to meet the following conditions:

- Full fees are paid for the course/unit.
- The student has read and understood information in relation to their chosen training product.
- The student can meet the requirements of Job Trainer Australia to enter and successfully complete their chosen training product.
- The student can access and/or provide materials and equipment as described for their chosen training product.
- The student meets the training/assessment requirements as described on the training product information page.
- The student meets the agreed training/assessment completion and submission due dates; and
- The student meets all other obligations as stated in Job Trainer Australia Policies.

In addition, you are to undertake the training in a responsible manner by:

- Reading and understanding provided course material including links and articles.
- Not seek or accept assistance other than support offered by Job Trainer Australia; or by approved personnel assisting students in relation to language, literacy or numeracy.
- Only provide information to Job Trainer Australia which is true and correct.
- Only submit assessment work that is your own.

### Course Enrolment Declaration:

To enrol with Job Trainer Australia and to commence your training we require:

- Your acceptance of Job Trainer Australia Terms and Conditions.
- You declare that you are the person who will undertake the training and assessment and the work you submit is your own.
- You are not on a student visa other than for exempt courses as specified below.
- You understand you have 3 months to complete your training.
- You understand the refund policy.

## Authenticity of Students

Job Trainer Australia follows practices to ensure the student enrolled in the training is the same person completing the training. By accepting the terms and conditions you are providing Job Trainer Australia with consent to verify your submitted information.

In the instance that it is proven that you were not the person who completed the assessment, any Statement of Attainment issued will be revoked and the licensing body in your state will be notified.

To authenticate your assessment submission, Job Trainer Australia uses the following methods:

### SITHFAB021 – Provide responsible service of alcohol (Release 1)

- In addition to providing an image of an approved photo identification which is to be uploaded to your training account, you will be required to provide your ID, name and date of birth as part of the student video assessments.
- Online student declaration.
- RSA ACT (Provide responsible service of alcohol – Australian Capital Territory) you are required to submit a declaration in the presence of an approved person.

### SITXFSA005 – Use hygienic practices for food safety (Release 1); & SITXFSA006 – Participate in safe food handling practices; & SITSS00069 – Food Safety Supervision Skill Set; & SIRRFS001 – Handle food safely in a retail environment

- Photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.
- Observer must provide confirmation and verification of observation tasks.
- Online student declaration.

### 52863WA – Course in Management of Licensed Premises

- Upload photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.
- Online student declaration.

### SITXCOM007 – Show social and cultural sensitivity

- Upload photo identification must be provided, checked and confirmed prior to issuance of a statement of attainment.
- Online student declaration.

For all courses a form of government approved, current, photographic ID is to be uploaded to your student training account prior to the commencement of training.

The Job Trainer Australia online platform allows for the upload of required documents.

Job Trainer Australia reserves the right to randomly select and contact students to verify identification and to ensure authenticity.

## IP Address Verification

Job Trainer Australia may monitor and record the IP address of students during training and assessment activities. This is used as part of the authentication process to verify the location from which training is being completed, including verification of offshore training for students

claiming a USI exemption. By enrolling with Job Trainer Australia, you consent to the collection of your IP address for this purpose.

A Statement of attainment will not be issued until required documents have been received and reviewed by Job Trainer Australia Trainer & Assessors.

## **Pre-requisites**

In some cases it is a legal requirement that a pre-requisite course has been successfully completed before the student can progress to the following unit such is the case with:

The pre-requisite certificate can be from another RTO or may have been completed with Job Trainer Australia:

The pre-requisite certificate must also comply with legislation in relation to the expiry of such Statements. Information about the expiration of such documents can be found on our website home page by selecting the required course:

Job Trainer Australia recognises AQF Statements of Attainment and AQF Qualifications issued by other Registered Training Organisations.

## Student Conduct & Support

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### 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.

### Student Support

Job Trainer Australia is dedicated to providing a high standard of service to Students. You can contact your Trainer by phone, email, live chat and website enquiry during normal office hours. We endeavour to respond to Students as quickly as possible but you are reminded that our Trainers do have other 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 one (1) working day.

Should you require further support, Job Trainer Australia 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.

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

### Language, Literacy, Numeracy and Digital (LLND)

Job Trainer Australia provide training and assessment support services that meet students' individual needs regardless of their age, gender, culture or background.

Job Trainer Australia understands that some students require more assistance than other students with language, literacy or numeracy issues should notify Job Trainer Australia by ticking the 'individual support needs' box on the registration page. Students will be provided with the opportunity to declare individual support needs in this area. JTA will contact the students upon submission of the Individual Support needs request form to discuss.

Students who request additional assistance will be provided with the appropriate support and guidance with the aim of assisting the student to obtain competency in the course undertaken.

Assistance provided by Job Trainer Australia will be within the principles of fairness and flexibility of workplace assessment and will be offered in a discrete manner.

Some courses at Job Trainer Australia require a minimum level of English. Students with English difficulties may be eligible for free English tuition provided by the Adult Migrant English Program (AMEP). Information on this program can be found at [www.immi.gov.au/amep](http://www.immi.gov.au/amep).

To determine and support a student's suitability to complete online learning, students will be provided with a Language, Literacy, Numeracy and Digital (LLND) assessment upon registration and prior to enrolment.

Satisfactory completion of the assessment (4 or more correct answers) is an entry requirement for admission into any course or unit.

The results of the short LLND assessment will be provided to Job Trainer Australia and will be used to flag students who require additional support. These students will be provided support as required by Job Trainer Australia trainers and assessors.

## Training & Assessment

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### Competency Based Training and Assessment

Job Trainer Australia is approved by Australian Quality Skills Authority to deliver vocational units for which it is registered as shown on Training.gov.

Competency-based training (CBT) is a method of training which develops the skills and knowledge required to achieve competency which will lead to either a Statement of Attainment or Certificate. It is aimed at developing specific learning outcomes that reflect the standardised workplace competencies of a given Industry skill area.

Competency Based Assessment is the manner by which competency is recognised as being attained. It determines if an individual's workplace (simulated or operational) performance matches the workplace standard for competency.

Job Trainer Australia training and assessment is based on the principles of Competency Based Training (CBT). Training and assessment will involve learners accomplishing the tasks required to demonstrate competency in any unit. Students will be provided with every opportunity to demonstrate that they can carry out required tasks.

Job Trainer Australia follows a competency system for grading of results. Delivery unit results will be recorded as either 'C' – competent, 'NC' – not competent, or 'CREDIT' – credit transfer.

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".

### Trainer and Assessors

Job Trainer Australia only employs trainers and assessors who:

- Hold the required credentials.
- Hold vocational competencies.
- Have current industry skills.
- Have current knowledge and skills.
- Hold current Working With Children (WWC) checks; and
- Who undertake relevant professional development.

Job Trainer Australia is committed to the safety and wellbeing of all students, including those under the age of 18.

### Training and Assessment Procedures

Job Trainer Australia Management and employees are committed to quality, assuring its Training and Assessment Services. All assessments conducted by Job Trainer Australia employees will be measured for their validity, reliability, flexibility and fairness with the judgments of competency being based on evidence gathered from a number of occasions and a number of contexts.

### Training Materials and Equipment

During training, Job Trainer Australia students will be given access to the e-Learning portal which contains various resources and training material. The copyright and ownership of all resources and training material provided during the training belongs to Job Trainer Australia Pty Ltd and

cannot be copied or claimed without written consent. All training materials are quality assured and are continuously updated.

## Assessments & Evidence Gathering

Job Trainer Australia provides online training and assessment. Assessment methods used are:

- Written Assessments.
- Multiple choice questions.
- Practical application and demonstration of skills.
- Role play and video uploads to the Job Trainer Australia online platform.
- Completion of case studies and similar activities.
- Verbal Assessments.
- Observation Reports.

You will be given feedback on each assessment activities which will provide a satisfactory or not yet satisfactory outcome. Competency based assessment does not use a marking scale rather you are deemed “competent” or “not yet competent”. Students are entitled to appeal any assessment decisions.

The fee per Unit of Competence includes two (2) reassessment opportunities. On the occasions where students are unable to demonstrate competency after three (3) assessment attempts they are required to speak to their Trainer.

A statement of attainment will not be issued until a Job Trainer Australia qualified trainer and assessor has deemed the student as competent.

## Reasonable Adjustment

Job Trainer Australia recognises that not all participants learn in the same manner, and that with an amount of “reasonable adjustment” participants who may not learn best with traditional learning and assessment methods will still achieve good results.

Job Trainer Australia will make any necessary adjustment to meet the needs of a variety of participants, the ability to complete a written assessment is not to be interpreted as a barrier to competency, provided that the participant can verbally demonstrate competency.

These adjustments may include having someone read assessment materials to participants or they may include having someone record the participant's spoken responses to assessment questions.

Job Trainer Australia undertakes to assist participants achieve the required competency standards where it is within our ability. Where we cannot assist a participant, we will refer them, where possible, to an agency that can assist. Further questions can be referred to Job Trainer Australia.

## Duration of Training

The RTO determines appropriate training duration based on factors like the student cohort, the training product, and the mode of delivery, ensuring the amount of training is sufficient to allow students to achieve the required skills and knowledge to meet the requirements of a unit of competency.

The amount of training is addressed in several clauses within the Standards for Registered Training Organisations 2025, specifically relating to training and assessment strategies and practices. Job Trainer Australia's training and assessment strategies, including the amount of training provided, are consistent with training packages and VET accredited courses. (Clauses 1.1, 1.2, 1.3 and 2.2).

## Assessment Recording

Student results will be recorded electronically within the student training account Record Of Assessment (ROA) Summary.

- Results are entered at competency unit level.
- At the conclusion of each assessment stage, the students' results will be recorded as satisfactory or not yet satisfactory.
- Assessor summative comments will be recorded.
- The results will be date/time/assessor initials stamped.
- Reports on Training & Assessment progress will be provided upon request.

## Results

You will receive your Assessment feedback and result within ten (10) working days of submission. On completion of a Qualification or Unit of Competence, Job Trainer Australia will issue Statements of Attainment within thirty (30) calendar days.

Job Trainer Australia maintains a record of all issued Certificate's and Statement of Attainment's which are Nationally Recognised for a period of thirty (30) years.

## Issuance of Statement of Attainment

Job Trainer Australia management ensures that all Statement of Attainments issued by Job Trainer Australia are those that are currently on its scope of registration and certify the achievement of the relevant AQF Qualification or Unit of Competence.

### Request to reissue statement of attainment

In the event of a lost or damaged Statement of Attainment, please contact Job Trainer Australia. Replacement certificates via email will incur no fee. In the case of certificates issued by government body portals such as LCV & LG NSW a fee of \$40 per Statement of Attainment plus a \$20 reissue admin fee will apply, inclusive of GST.

## 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. Three (3) major factors need to be considered:

- How current the Qualification/Statement of Attainment is?
- Mapping to the current training and
- If the training was undertaken with a Registered Training Organisation.

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 sight.

- A copy of the Statement of Attainment and/or Certificate.
- Or a certified copy of your signed Statement of Attainment and/or Certificate by a Justice of the Peace (JP).
- There is no charge for Credit Transfer.

All applications for Credit Transfer will need to be authenticated with the issuing RTO to ensure its validity. In order to do this the student will need to complete a “Release of Information form”. This form 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.

## **Recognition of Prior Learning (RPL)**

Refer RPL Policy.

Job Trainer is committed to supporting RPL enquiries.

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.

## Fees, Refunds & Policies

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### Fees and Refund Policy

Job Trainer Australia does not receive Fees in Advance exceeding the threshold amount of \$1500.00 per individual student. Job Trainer Australia applies sound and accountable financial practices within its day-to-day operations and maintains its adherence to equitable refund policies.

Job Trainer Australia only enrol students who have paid the required course fees in advance. Please refer to the Website for current pricing information.

We regularly update the course content to ensure it remains current. As such we provide a fixed window of 3 months for students to complete their training with us. Most courses we offer can be completed within 6-8 hours.

Therefore:

- A change of mind or not wanting to complete a course is not grounds for a refund.
- The request for refund has been received in writing within 7 days of enrolment, and
- The participant has not yet accessed the course.

AND

- Courses are non-transferable to another person.
- Abuse of staff or use of inappropriate language will result in forfeit of fees.

In addition:

- Nil refund if you exceed the 3 month training period.
- Error in purchase – Not yet commenced – Contact Job Trainer Australia within 24 hours of enrolment.
- Deferment of training can be negotiated. Contact Job Trainer Australia within 3 months of enrolment.

### Non-Transferable

Once you have commenced your training your course is non-transferable.

### Deactivation Policy

To ensure you are receiving the latest information in your chosen training product, Job Trainer Australia automatically deactivates incomplete courses after three (3) months from the date of enrolment.

Reactivation of your course is permitted free of charge on one occasion only if the course in which you are enrolled has not been superseded.

Please email [info@jta.edu.au](mailto:info@jta.edu.au) to discuss. You will be reminded via SMS/email to continue training in the case of inactivity.

### Pre-paid Company Vouchers

In the case where a company chooses to prepay fees associated with units offered by Job Trainer Australia for the use of its team members, Job Trainer Australia will issue an invoice to

be paid by the company. Unique Voucher Codes will be provided to the company and will be activated for immediate use upon payment of invoice. Cancellation of unused redeems associated with the code will not be refunded however Job Trainer Australia reserves the right to authorise a credit note to the value of the remaining unused redeems, which can be applied to any unit/course that Job Trainer Australia has on scope.

A 12-month expiry on Voucher codes and a 12-month expiry on credit held.

## **Cessation of the RTO**

Should Job Trainer Australia cancel your training at any stage for any reason, students enrolled at the time with Job Trainer Australia will be entitled to a full refund, this will incur no administrative charges or penalties.

In addition and in the unlikely event Job Trainer Australia is unable to deliver the training, you will be offered the option to enrol with another RTO. Job Trainer Australia will assist in finding a suitable RTO.

A Statement of Attainment will be issued for all units successfully completed with Job Trainer Australia and any fees paid in advance owing to the student for training and assessment services not yet provided, will be refunded to you within ten (10) working days of the training being cancelled by Job Trainer Australia.

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## Complaints & Appeals

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### Complaints

Students may choose to submit a complaint to Job Trainer Australia via the Informal Process or Formal Process.

Job Trainer Australia management will ensure that all complaints and appeals are dealt in accordance with the principles of natural justice and procedural fairness. All complaints and appeals shall be subject to review within Job Trainer Australia's management meetings and each complaint will require the implementation of Job Trainer Australia's complaints and appeals process.

Should you have a complaint or wish to appeal a decision made by the RTO, you are encouraged to do so by using the following processes:

Complaints are the expression of the dissatisfaction with the quality or any aspect of the business operations and service, including nuisances, discrimination or similar against another person, inclusive of Students, Staff and Contractors.

The following are examples of issues for students may lodge a complaint:

- Enrolment.
- Training delivery.
- Training and/or assessment, including Recognition of Prior Learning.
- Any other activities associated with the delivery of training and assessment services.
- Issues such as discrimination, sexual harassment, student amenities, etc.

#### ★ First instance:

You are encouraged to speak immediately with your Trainer. If you are not comfortable addressing the issue with the Trainer you are encouraged to contact the Operations Manager.

#### ★ Second instance:

If the issue is not resolved you are encouraged to either speak to or contact in writing the Director.

#### ★ Third instance:

If the matter is still not resolved an independent third party will be requested to assist with resolution. Third parties may include relevant training representative(s), legal representative(s) e.g. Anti-discrimination board or other relevant personnel.

Outcomes of complaints will be provided to you in writing within fifteen (15) working days of the decision.

In the event that a complaint has been lodged, an Incident/Complaint Form must be completed and forwarded to the Director immediately, even if the situation has been resolved to the satisfaction of all parties.

If it is going to take more than 60 days to review the complaint you will be notified in writing and how long it should take before a decision is made.

## Appeals

Appeals are the expression of the dissatisfaction of a decision made by the RTO. There are various grounds for lodging appeal. These include, but are not limited to:

- Assessment results.
- Refused refund.
- Refused requests for an extension.

### STEP 1

If you are not satisfied with a decision made by the RTO, you must complete the Appeals Form – Part A and forward to the Director. (This should occur within five (5) working days of receiving the result.)

### STEP 2

The decision is to be reviewed by a different a party other than the person who made the decision, findings of the review are to be summarised on the Appeals Form. You are to be advised of the appeals outcome within ten (10) working days. (This should occur within ten (10) working days of Step 2.)

### STEP 3

If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the Director the Director who will send an acknowledgement letter to you, record receipt of the Appeals Form, then conduct the review. The Director if necessary will convene a review panel to thoroughly examine the appeal. (The student is to be advised of the outcome within ten (10) working days.)

### STEP 4

If you are not satisfied with the outcome of the appeal it is to be reviewed by the Operations Manager. The Operations Manager will send an acknowledgement letter. The Operations Manager if necessary will convene a review panel to thoroughly examine the appeal. (The student is to be advised of the outcome within ten (10) working days.)

In the event that it is going to take more than 60 days to review the compliant you will be notified in writing and how long it should take before a decision is made.

## Privacy Notice

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### Why we collect your personal information

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us.

Job Trainer Australia will collect information, manage, use it and disclose it in a way that complies with the Privacy and Protection of Personal Information Act 1988 (Commonwealth).

### How we use your personal information

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

Handling and protection of personal information is regulated under the Privacy Act 1988. The Privacy Act includes 13 Privacy Principles that apply to the handling and use of personal and sensitive information.

Personal information is defined under the Privacy Act as: "Information or an opinion about an identified individual, or an individual who is reasonably identifiable": (a) whether the information or opinion is true or not; and (b) whether the information or opinion is recorded in a material form or not.

The information within the Privacy policy is for Students, Staff and other individuals and made publicly available. This policy is made available on Job Trainer Australia's website and 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.

### Collection of personal information

Personal and sensitive information is collected through the enrolment process and payment of fees in carrying out its functions as a Registered Training Organisation (RTO). This information is collected in accordance with the requirements of the Standards for Registered Training Organisations (RTOs) 2025, the National VET Regulator Act 2011, Data Provision Requirements and the requirements for Total VET Reporting.

Personal information collected includes: Address, Contact details (telephone and email), Postal address, Date of birth, Gender, Unique Student Identifier, Emergency contact details, Employment status including employment details (where necessary), Language spoken, Reasons for study, Education background, Other legal requirements.

Sensitive information collected includes: Ethnicity and origin, Language literacy and numeracy support needs, Health disability and support needs, Financial details such as credit card number.

### IP Address Monitoring

Job Trainer Australia may collect and record the IP address of students during training and assessment activities. This information is used to verify the location from which training is being undertaken, particularly in relation to students claiming a USI exemption for offshore training. IP address data is stored securely and handled in accordance with the Privacy and Protection of Personal Information Act 1988 (Commonwealth).

## Disclosure of personal information

Student information about participants studying with Job Trainer Australia may be shared with Commonwealth and State Government agencies for quality purposes. Information regarding participation and enrolment will be shared with the Australian Skills Quality Authority (ASQA) and the National Centre for Vocational Education Research (NCVER). For students studying and accessing government funding, it is important that you are aware that information is shared with the agency responsible for the funding.

Job Trainer Australia does NOT disclose an individual's personal information to another person or organisation unless:

- The individual concerned is aware that information is passed to that person or organisation.
- The individual concerned has given consent to the disclosure.
- The RTO believes on reasonable grounds that the disclosure is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or of another person.
- The disclosure is required or authorised by or under law; or
- The disclosure is reasonably necessary for the enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the protection of the public revenue.

Any person or organisation to whom personal information is disclosed as detailed in this policy is not to disclose or use the information for any other purpose than what it was supplied to them for.

Please note the requirement of state and national regulators in relation to student information:

- Student information may be provided to ASQA (Australian Skills Quality Authority) upon request for quality purposes.
- Student information is provided to TASC (The Office of Tasmanian Assessment, Standards and Certification) for quality purposes.

Student information may be provided to the NSW Food Authority upon request for quality purposes, if undertaking the:

- NSW FSS unit – SITXFSA005 – Use hygienic practices for food safety (Release 1)
- NSW FSS unit – SITXFSA006 – Participate in safe food handling practices (Release 1)
- NSW FSS unit – SIRRFSA001 – Handle food safely in a retail environment (Release 1)
- NSW FSS unit – SITSS00069 – Food Safety Supervision Skill Set

RSA Victoria – Student record information such as name/date of birth/gender & residential suburb will be entered into the LCV course database for the purpose of the LCV's administration of the Course and the Liquor Control Reform Act 1998. This information will be used to issue the approved LCV Certificate of completion.

## Security and storage of information

Job Trainer Australia will take all steps possible to protect the security of the personal information that it holds, including taking appropriate measures to protect electronic materials and hard copy documents. We protect the personal information we hold against loss, unauthorised access, misuse, modification, copying, download or disclosure. All staff of Job Trainer Australia are bound to act in accordance with the Australian Privacy Principles, this Privacy and Personal Information Policy and privacy and confidentiality.

Where information held by Job Trainer Australia is no longer required, and retention not required by law, then all information of a personal nature will be destroyed safely.

Other sensitive information such as credit card details submitted on our website are encrypted using secure socket layer technology (SSL). Credit Card details are submitted and transmitted to a secure payment gateway. Job Trainer Australia uses Stripe as their preferred payment gateway. Credit card details are not permanently stored on Job Trainer Australia's website.

## Access to personal information

Job Trainer Australia makes available to students their personal information and access to their records upon request. There is no charge for a student to access their student file although a charge may apply to make a copies of documents. For access to Student records students should contact their Trainer or the administration staff.

## Staff commitment to privacy and confidentiality

All staff, upon commencement, are required to sign to confirm that they have received a copy of and understand the content of this policy. All staff are committed to and implement their responsibilities under the Australian Privacy Principles.

## Updating personal information

It is the individual's responsibility to keep Job Trainer Australia up to date of any changes to contact details and must be advised as soon as is practicable. This allows Job Trainer Australia to maintain communication with the student.

## ASQA - Release of Contact Details and Information

To ensure that Registered Training Organisations meet the national standards and offer quality training to Students, ASQA conducts regular audits. The audit process involves a review of a training organisation's Policies, Procedures, Record keeping and practices. On occasions ASQA 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.

For audit purposes and in the event of a complaint or appeal, ASQA may request to view your files. The purpose of this is to ensure Job Trainer Australia is complying with regulations and standards. Upon request Job Trainer Australia is required to supply the following ASQA Student contact details including address, telephone numbers and email address.

## **Complaints and Compliance with this policy**

Any concerns regarding the privacy of personal information, may lodge a complaint to the Director in accordance with the Complaints and Appeals Policy and Procedure.

## **Change of Personal Details**

Should you change any of your personal details after enrolment and prior to training, please contact Job Trainer Australia to amend.

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## Legislation & Evaluation

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### Relevant Legislation

[Work Health and Safety Act 2011](#) The Work Health and Safety Act 2011 provides a framework for managing health and safety risks in Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

[Occupational Health and Safety Act 2004 \(Vic\)](#) Occupational Health and Safety Act 2004 provides a framework for managing health and safety risks in the workplace. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

[Occupational Safety and Health Act 1984 \(WA\)](#) The Act provides a framework for managing health and safety risks in Western Australian workplaces. The objective of the Act is to prevent fatalities, injuries and illness caused by a workplace, by workplace activities or by a specified high-risk plant – this is achieved by preventing or minimising exposure to risk. All organisations must comply with this Act, regardless of the types of services and/or products they provide or sell.

[Industrial Relations Act 1988](#) The principal objective of the Industrial Relations Act 1988 is the provision of a framework for industrial relations that supports economic prosperity and social justice.

[Privacy and Protection of Personal Information Act 1988](#) The Privacy Act 1988 makes provisions to protect the privacy of individuals, and for related purposes. It should be noted, however, that the Federal Privacy Act does not regulate state or territory agencies (except for the ACT).

[Copyright Act 1968](#) The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes.

[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.

[Equal Opportunity Legislation](#) 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. 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.

[Australian Consumer Law \(ACL\) 2011](#) Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe marketplace. It makes provisions in respect to certain unfair or undesirable trade practices and aims at regulating the supply of goods and services.

[Competition and Consumer Act \(CCA\) 2010](#) The object of the Competition and Consumer Act (CCA) 2010 is to enhance the welfare of Australians through the promotion of competition and fair trading, and through a provision for consumer protection.

## Evaluation

Your feedback provides us with the opportunity for continuous improvement. At the completion of your training you will be asked to provide your thoughts and feedback on the training received.

Job Trainer Australia encourages all Students to either complete the provided survey online or contact Job Trainer Australia should they wish to provide feedback or comments on any aspect of the service received.

## Glossary

The following terms are used throughout this document to assist students in understanding key terminology related to vocational education and training.

Term	Definition
<b>ACL</b>	Australian Consumer Law – National law protecting consumers and ensuring fair trading.
<b>AMEP</b>	Adult Migrant English Program – Free English tuition for eligible migrants.
<b>AQF</b>	Australian Qualifications Framework – National policy for regulated qualifications.
<b>ASQA</b>	Australian Skills Quality Authority – National VET sector regulator.
<b>CBT</b>	Competency Based Training – Training developing specific skills to workplace standard.
<b>Competent (C)</b>	Student has demonstrated required knowledge and skills to the specified standard.
<b>Credit Transfer</b>	Recognition of units previously completed with another RTO without reassessment.
<b>CRICOS</b>	Commonwealth Register of Institutions and Courses for Overseas Students.
<b>e-Learning</b>	Training delivered via digital platforms including online courses and assessments.
<b>ESOS Act</b>	Education Services for Overseas Students Act 2000 (Cth).
<b>IP Address</b>	Internet Protocol Address – Collected by JTA to verify training location.
<b>JTA</b>	Job Trainer Australia Pty Ltd – RTO 45742, ABN 95 647 755 600.
<b>LCV</b>	Liquor Control Victoria – Regulatory body for liquor licensing in Victoria.
<b>LG NSW</b>	Liquor & Gaming NSW – Regulatory body for liquor/gaming in New South Wales.
<b>LLND</b>	Language, Literacy, Numeracy and Digital – Foundational skills assessment.
<b>LMS</b>	Learning Management System – JTA's online training delivery platform.
<b>NCVER</b>	National Centre for Vocational Education Research.
<b>Not Yet Competent</b>	Student has not yet demonstrated the required standard; may be

<b>(NYC)</b>	reassessed.
<b>Observer</b>	Workplace person confirming a student's practical skills via observation report.
<b>Reasonable Adjustment</b>	Modifications to training/assessment for students with special needs.
<b>ROA</b>	Record of Assessment – Electronic summary of assessment outcomes.
<b>RPL</b>	Recognition of Prior Learning – Assessment of existing skills against competency requirements.
<b>RSA</b>	Responsible Service of Alcohol – Training for responsible service in licensed venues.
<b>RTO</b>	Registered Training Organisation – Provider registered to deliver nationally recognised VET.
<b>Skill Set</b>	Defined grouping of units of competency to meet an industry or regulatory need.
<b>SRTOs 2025</b>	Standards for Registered Training Organisations 2025.
<b>SSL</b>	Secure Socket Layer – Encryption technology for secure web communications.
<b>Statement of Attainment</b>	AQF document for competency in one or more units (not a full qualification).
<b>Stripe</b>	Third-party payment processing platform used by JTA.
<b>TASC</b>	The Office of Tasmanian Assessment, Standards and Certification.
<b>Training Package</b>	Nationally endorsed standards and qualifications for a specific industry.
<b>Unit of Competency</b>	Specification of knowledge and skill to the workplace standard in a training package.
<b>USI</b>	Unique Student Identifier – Secure online record of VET qualifications.
<b>VET</b>	Vocational Education and Training.
<b>Voucher Code</b>	Unique code for employer pre-paid training allowing team members to enrol.
<b>WWC</b>	Working With Children Check – Screening for individuals working with children.

## Version History

This document is subject to periodic review and update. The following table records the version history of the Student Terms and Conditions.

Version	Date	Author	Changes
1.0			Initial release.
2.0	February 2026	Job Trainer Australia	Updated admission requirements: removed 18+ age eligibility; added parental/guardian consent for students under 18. Added Working With Children (WWC) checks to trainer and assessor credentials. Added Table of Contents, Glossary and Version History.

## Contact Us

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