MAKE A DIFFERENCE BY HELPING OTHERS
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Jigsaw is dedicated to providing a high standard of training to meet the personal and career objectives of students. Our Trainers are industry experienced professionals committed to remaining up to date with industry skills and knowledge to provide flexible and workplace relevant training.

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

Prior to commencement – Should Jigsaw cancel a course before it commences, students will be offered alternate dates (if the course if being rescheduled). If the course is not rescheduled or the dates offered don’t suit the students need all fees paid by students will be refunded in full within fourteen (14) days of the course being cancelled.

For courses that have commenced – In the unlikely event that Jigsaw is unable to deliver the course in full the student will be offered the option to enroll with another RTO and Jigsaw will assist in both finding a suitable RTO and in the transition to the new RTO.

OUR SERVICE COMMITMENT:
• Your questions are important to us. Please be aware that our trainers are working with other clients as well as yourself. We are committed to returning your calls and emails but we ask that you allow us two working days to respond.

• Assessment feedback will be given within 21 working days of the assessment due date.
• Statements of Attainment/Qualifications are issued within 30 calendar days of your completion.
• Please advise us as soon as possible if you would like to withdraw or cancel your enrolment for any reason. This enables us to issue your Statement of Attainment for units completed.

Student Support
Jigsaw is dedicated to providing a high standard of service to students. Students can contact their Trainer by phone, email or post during office hours. We endeavour to respond to students as quickly as possible but students are reminded that our trainers do have other students and classes to attend to. We will provide feedback on assessments within 15 working days of the assessment due date and to all queries, telephone calls and emails within two working days.

Should students require further support Jigsaw 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 & numeracy, counselling, etc. It should be noted that such services may attract an additional fee to be paid to the service provider. Such fees are the responsibility of the student.
Unique Student Identifier

Every student is required to supply Jigsaw Training with their Unique Student Identifier (USI) as of 1st January 2015. The USI is required at the time of enrolment. We are unable accept enrolments without this number or notification of an exemption.

The purpose of the USI is to enable the collection and storage of your records of participation in vocational education and training on a central database, 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, to apply for you USI or apply for an exemption go to: http://usi.gov.au/Training-Organisations/Pages/how-students-create-usis.aspx

**Step 1**
You will need to get one form of ID from the list below ready:
- Medicare Card
- Australian Passport
- Visa (with Non-Australian Passport) for international students
- Birth Certificate (Australian) *please note a Birth Certificate extract is not sufficient
- Certificate Of Registration By Descent
- Citizenship Certificate
- ImmiCard

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

**Step 2**
Then go to ‘Create your USI’ on the USI website and agree to the Terms and Conditions.

**Step 3**
Then click on ‘Create USI’.

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

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

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

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

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

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

Students 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
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 or a full certificate level. Three major factors need to be considered.

1. How current the qualification is;
2. Mapping to the current training; and
3. 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 qualification signed by a Justice of the Peace (JP)

ACCESS & EQUITY POLICY
Based on the Access and Equity Policy for the Vocational Education and Training System Jigsaw will deliver training that is:
- Equitable for all people through the fair allocation of resources and involvement in vocational education and training
- Providing equal opportunity for all people
- Providing access for all to appropriate quality vocational education and training programs and services
- Providing support services which enhance achievement of positive outcomes

RECOGNITION OF PRIOR LEARNING (RPL)
Recognition of Prior Learning 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 Recognition of Prior Learning 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 trainer.
CODE OF CONDUCT RESPONSIBLE AND ETHICAL BEHAVIOUR

Jigsaw requires all students to acknowledge and comply with the expectations listed within the Code of Conduct. The Code of Conduct is intended to ensure all students enjoy their learning experience in a safe and pleasant environment. Jigsaw is committed to providing an ethical and responsible approach to the welfare of our students and providing excellent training conditions.

- Students are expected to conduct themselves in a manner that will not discredit themselves or Jigsaw.

- **Smoking:** Smoking is not permitted inside training areas or surrounds. No smoking inside buildings or outside of doorways to buildings within four metres of any part of the entrance to a building.

- **Mobile Phones:** Mobile phones must be switched off or to silent while in a training room. The sending and receiving of messages is not permitted in the training room. Important personal calls may be taken however please excuse yourself from the training room. Please understand mobile phone calls can disrupt concentration and we ask for consideration of others at all times.

- **Dress Code:** Students are required to dress in appropriate clothing and not clothing likely to offend in terms of decency, modesty, cleanliness or symbolic slogans. Students are also expected to maintain a high standard of personal hygiene.

- **Alcohol:** Alcohol is not permitted in training sessions. No student shall be allowed entry to a training session or Jigsaw learning environment while under the influence of or in possession of alcohol. Any student who chooses to disregard this may have their enrolment terminated.

- **Drugs:** No student will be allowed entry to a training session or Jigsaw learning environment while under the influence of illegal drugs. Any student who chooses to disregard this may have their enrolment terminated.

- **Students have the right to:** be treated with respect from others and to be treated fairly without discrimination; be free from all forms of intimidation or personal harassment; learn in a supportive environment without disruption from others in the performance of their studies; be treated politely and courteously at all times.

- **Disruptive/Disrespectful Behaviour.** Behaviour is to be of a level acceptable to the workplace and learning environment at all times. The use of language or behaviour that could be deemed to be offensive, bullying, disrespectful, embarrassing, aggressive or threatening will not be tolerated. Disrespectful behaviour to other students or trainers will not be tolerated. Behaviour that interferes with the basic purposes or processes of Jigsaw or which denies the essential rights, health and safety of other students/staff are prohibited. Please show respect for others by not swearing, using obscenities or making offensive remarks.

- **A particular action or behaviour may be deemed inappropriate by others regardless of the intentions of the perpetrator.** It is not sufficient for students to assume that their behaviour is acceptable and Jigsaw will not tolerate inappropriate behaviour.

- **Attending training/Absent from training:** If a student is going to be late for training or will be absent from training, please inform the Jigsaw office or trainer as a mark of consideration and respect.
REFUND POLICY:
- Jigsaw Training maintains Tuition Assurance Scheme insurance with ACPET.
- Partial or full refunds will be considered after ten (10) working days from the commencement of the course under exceptional circumstance such as long-term illness.
- Deferment of training can be negotiated.
- Should Jigsaw Training cancel the training agreement, a fair and reasonable refund will be granted, if fees are paid in advance. Charges will be incurred for administration and services provided prior to cancellation.
- No refund is available to Participants who remain enrolled and do not progress. Should you decide not to continue with your course you need to notify us of your intention to withdraw or defer.

COMPETENCY BASED TRAINING & ASSESSMENT
Students enrolled in training which leads to either a Statement of Attainment or Certificate are required to complete assessments to demonstrate competency. Competency based assessment is the process of gathering evidence to confirm that students can perform required skills and knowledge.

Assessments undertaken may include:
- Written/oral assessments;
- Practical demonstrations;
- Completion of case studies and similar activities;
- Development of a portfolio;
- Work samples;
- Third party reports

Students will be given feedback on all assessment activities. Competency based assessment does not use a marking scale rather the student is deemed “competent” or “not yet competent”.

Please make sure that you attach an assessment coversheet to all assessments. These are provided by Jigsaw and must be signed by you. Please always include the Unit/Module you are addressing.

RESULTS
All students will receive their assessment feedback and result within 21 working days of the assessment due date.

On completion of a Certificate or unit of study, Jigsaw will issue Statements of Attainment/Certificates within 30 calendar days.

Please note: If you require a Statement of Attainment to be issued during your enrolment, you will need to notify the Jigsaw office. You will then receive a tax invoice for $33 (including GST). This must be paid prior to receiving your Statement of Attainment and can be paid via Direct Debit, Credit Card or cheque.

COMPLAINTS AND APPEALS
Jigsaw Training is dedicated to providing a high standard of service. Should you have a complaint or wish to appeal an assessment result, you are encouraged to do so by using the following processes:

Complaints
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 Participants, Staff and Contractors.

The following are examples of issues for which you 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, participant 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 Training Manager.

Second instance: If the issue is not resolved you are encouraged to either speak to or contact in writing, the CEO.

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 CEO immediately, even if the situation has been resolved to the satisfaction of all parties.

Fourth instance: If you are not satisfied with the outcome of this procedure you should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at: asqa.gov.au/complaints/making-a-complaint.html

Appeals
Appeals are the expression of the dissatisfaction of an assessment result. This would occur when a Participant has been deemed not yet competent and does not agree with this decision.

There are various grounds for lodging an assessment appeal. These include, but are not limited to:
• not being fully informed of the assessment process
• Participant’s needs not taken into consideration
• the assessment process is different to that outlined by the Trainer/Assessor
• assessment process not based on Training Package/Unit of Competence requirements
• an inappropriate method used to assess the Training Package/Unit of Competence
• alleged bias of the Trainer/Assessor
• alleged incompetence of the Trainer/Assessor
• faulty or inappropriate equipment or facilities

Step 1
You must discuss appealing an assessment outcome and/or the assessment process with your Trainer/Assessor involved.

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

Step 2
If still not satisfied, you must complete the Assessment Appeals Form - Part A and forward to the Training Manager.

(This should occur within five (5) working days of Step 1)
Step 3
The assessment is to be reviewed by a different Assessor and the results of the review summarised on the Assessment 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 4
If still not satisfied with the outcome of the appeal, your appeal is to be reviewed by the CEO. The CEO will send an acknowledgement letter to you, record the receipt of the Assessment Appeals Form, then review. The CEO if necessary, will convene a review panel to thoroughly examine the appeal.
(You are to be advised of the outcome within ten (10) working days).

Step 5
If you are not satisfied with the outcome of this procedure they should be advised of your right to contact the Australian Skills Quality Authority (ASQA) by completing the complaints form at; http://www.asqa.gov.au/complaints/making-a-complaint.html

What If I Need My Certificate/Statement Of Attainment To Be Re-issued?
In the event of a lost or damaged certificate, please complete the ‘change of enrolment’ form to request for re-issuance of a Certificate or Statement of Attainment and return with payment of $99 (including GST).

Confidentiality and security of student assessments and records
- Jigsaw Consulting Group will ensure that these are maintained at all times. While students have access to their personal records, only authorised staff has access to student records; then only on a need to know basis.
- Results for students are to be entered into the wisenet database as a progressive record, as well as manual storage of completed competent assessments in a locked filing cabinet.
- Electronic records are backed up weekly, and the back-up copy retained off-site in a secure location where confidentiality is assured.

Access To Student Records
Students may wish to access their records to check on work completed, progress or for other reasons. Please organise with your Trainer a time suitable to view your training records. Other parties will not be permitted to access student files without written consent from the student.

Release Of Contact Details And Information
To ensure that Registered Training Organisations meet the national standards and offer quality training to students, the registering body conduct regular audits. The audit process involves a review of a training organisation’s policies, procedures, record keeping and practices. On occasion the registering body 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 clients and industry.

Upon request Jigsaw is required to supply the following information to the registering body:
- Contact details including address, telephone numbers and email address

For audit purposes and in the event of a complaint or appeal, the registering and/or funding body may request to view student files. The purpose of this is to ensure compliance with regulations and standards.
CHANGE OF PERSONAL DETAILS
Should you change any of your personal details please request a “Change of Enrolment Form” from your Trainer. Such details include, address, surname, contact telephone number etc.

COURSE EVALUATION
Your feedback is particularly important to our commitment to ongoing improvement. Throughout your training you will be asked to provide your thoughts and comments on the training received. Jigsaw encourages all students to make contact should they wish to provide feedback or comments on any aspect of the service they have received.

RELEVANT LEGISLATION
- to be complied with

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. For more information visit: http://www.comlaw.gov.au/ Series/C2011A00137

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. For more information visit: http://www.austlii.edu.au/au/legis/vic/consol_act/ohasa2004273/

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. For more information visit: http://www.slp.wa.gov.au/legislation/agency.nsf/docep_main_mrttitle_650_homepage.html

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. For more information visit: http://www.austlii.edu.au/au/legis/cth/num_act/ira1988242/

Privacy 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). For information on privacy regulations in other states and territories, visit the http://www.privacy.gov.au.

Copyright Act 1968
The Copyright Act 1968 is an Act relating to Copyright and the protection of certain performances, and for other purposes. For more information regarding the Copyright Act 1968, go to www.aph.gov.au/library/pubs/rn/1998-99/99rn26.htm

National Vocational Education and Training
Regulator Act 2011
This Act was introduced in 2011 to establish

Equal Opportunity
- 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. For more information go to: http://www.equalitylaw.org.au/elrp/resources/

Australian Consumer Law (ACL) 2011
Australian Consumer Law (ACL) 2011 aims to provide an equitable, competitive, informed and safe market place. It makes provisions in respect to certain unfair or undesirable trade practices, and aims at regulating the supply of goods and services. For more information visit: http://www.consumerlaw.gov.au/content/Content.aspx?doc=home.htm

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. For more information visit: http://www.accc.gov.au/content/index.phtml/itemId/815209
VET Student Loan Students

*Students April 2017 & Prior
STUDENT SELECTION POLICY

Overview
Jigsaw Training Group supports the concept of equal opportunity and is committed to providing all staff, students and potential students with a working and learning environment which values diversity, respects differences and provides an environment that is safe, healthy, positive, supportive and free from all forms of harassment, bullying and discrimination.

Definitions
For the purposes of this document the following applies:

Student/s refers to all persons enrolled in a unit of study who are, or would be entitled to a VET Student Loan and;

Potential Student/s refers to all persons seeking to enrol in a VET unit of study that meets the course requirements.

Fair Treatment
Jigsaw Training Group will treat fairly all Students and Potential Students.

VET Student Loan Eligibility
Students applying for a VET Student Loan must meet the VET Student Loan criteria to be considered eligible. This criteria can be found on our website www.jigsaw.edu.au.

Should you meet the eligibility criteria you will then need to show academic suitability.

This can be done by providing a copy of a Senior Secondary Certificate of Education (year 12 certificate), or evidence of successful completion of an Australian Qualification Framework (AQF) Certificate IV or higher qualification (where the language of instruction is English).

If you don’t have any of the above, you will be required to complete an approved Australian Core Skills Framework (ACSF) reading and numeracy tests at Exit Level 3 or above. If required, we will organise these tests for you at no additional charge.

Student Selection
Jigsaw Training Group has open, fair and transparent procedures, based on merit for making decisions about:

• the selection, from among Potential Students;
  and
• the treatment of Students.

Potential Students seeking to enrol in a VET unit of study with Jigsaw Training Group, regardless of their background, circumstances or eligibility for funding, will be assessed for entry to study through the same published entry requirements. Students who apply to enrol in courses under the scope of registration of Jigsaw Training Group are provided with clear and detailed information of the training programmes via email, post or face to face.

This includes:
• Training programmes available
• The enrolment procedure
• Costs and payment obligations and procedure
• VET Student Loan Information
• Jigsaw Training Group’s Policies and Procedures (see www.jigsaw.edu.au)
• Academic and Non-academic grievances
• RPL procedures (on website)
• Statements of Attainment issued by other RTO’s
• Training programme dates, locations and times
• Student rights for support in assessment and training

Prior to their enrolment, Jigsaw Training Group will discuss the client’s needs and provide clear and detailed information to assist them in choosing the training programme most appropriate to their needs and situation, including pathways for further training or employment.

VET Student Loans require that all students applying to enrol in a VET course of study have the minimum requirement of the School
Certificate (Year 12) or equivalent. If students do not have these qualifications they may qualify for enrolment on the basis of the training package rules which will include successful completion of the Language, Literacy and Numeracy Assessment, life skills and relevant employment skills.

Students will be accepted to the course if they:
• Have successfully filled out the enrolment/application information.
• Fulfil the training package requirements of entry into the course if any is applicable.
• Have completed any payment details necessary for the course if applicable.
• Meet the ACSF Level 3 literacy and numeracy assessment to have reasonable capacity to fulfil requirements of the course they are undertaking.
• Display the ability and commitment to complete the course.
• Any other defined criteria as relevant National Training Package pre-requisites.

Student information
1. All potential Students are to be provided with a copy of the Student Handbook prior to enrolment
2. All Students are to sign an acknowledgement, which is part of the Enrolment Form, of the items in the Student Handbook.
3. Information is to be supplied advising the applicant of the purpose of the USI and process to apply for the USI.
4. Students are given a two-day cooling off period prior to signing the VET Student Loan application
5. Potential students have access to the VET Student loan brochure.

Selection and Admissions Process
A prospective student contacts Jigsaw Training Group to enquire about a course.

The Jigsaw student enrolment officer undertakes a phone interview to ensure the course may be appropriate for the student’s needs.

An information package is then sent to the prospective student including:
• A letter of introduction
• Brochure on relevant course
• Student enrolment form
• Student Handbook
• Course Timetable
• Unit and fee details
• Jigsaw Training Group’s Policy and Procedures can be viewed on the website. (www.jigsaw.edu.au)
• The student enrolment form has to be completed and returned to Jigsaw Training Group.

The student is contacted upon receipt of their enrolment form to acknowledge receipt of student’s enrolment form and confirm information about the LLN if necessary.

If the prospective student has not provided a year 12 certificate upon enrolment, they are required to set aside time to undertake a Language, Literacy and Numeracy Assessment to further determine their eligibility for the course.

All training materials contain written documentation and may also contain mathematical calculations. Jigsaw understands that not all people are able to read, comprehend, write and perform calculations to the same level. Jigsaw will endeavour to assist all students and accommodate anyone with difficulties in LLN. In the event that a student’s needs exceed our skill set we will refer the candidate to an external support provider. If the prospection student does not meet the minimum requirement of exit level 3 for reading & numeracy, they are given the opportunity to re-attempt the LLN assessment, three months after their first attempt.

If the student is applying for a VET Student Loan and after completing the LLN Assessment competently or providing their Year 12 certificate, there is a 48 hour cooling off period before the student will be provided with a VET Student Loan Information booklet and will be required to complete a Request for a VET Student Loan form.

Jigsaw Training Group endeavours to accommodate enrolment for all eligible students. Eligibility is determined by a merit based selection process.
Applications are sought from eligible students and the selection process will be based on one or a combination of (but not limited to) the following evaluation methods:
- Telephone Interview
- Information evening Interview
- Successful completion of LLN Assessment
- Academic Record
- Employment History

Enrolments are accepted in order of confirmation and immediately entered on the class list. If a place is not available, applicants are placed on a waiting list (for block courses), as well as being informed of the next class available.

If a cancellation is received Jigsaw Training Group will notify those on the waiting list in order of listing to offer them a place.

The above paragraph does not prevent Jigsaw Training Group taking into account, in making decisions mentioned above, educational disadvantages that a particular Student or Potential Student has experienced or the fact that the student or Potential Student may be enrolled via a VET restricted access arrangement.

**VET STUDENT LOAN PERSONAL INFORMATION PROCEDURE**

**Definitions**

For the purposes of this document:
Student/s refers to all persons enrolled or seeking to enrol in a unit of study that meets the course requirements.

**Jigsaw Training Group** will allow a Student to apply for and receive a copy of the VET personal information that the provider holds in relation to that Student.

Collection of Information

Personal information will not be collected unless:
- the information is collected for a purpose directly related to Students; and
- the collection of the information is necessary for or directly related to that purpose.
- Personal information will not be collected by unlawful or unfair means.
- Where personal information is collected for inclusion in a record or in a generally available publication Jigsaw Training Group will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the Student concerned is generally aware of:
  - the purpose for which the information is being collected;
  - if the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
  - with whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where **Jigsaw Training Group** solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:
- the information collected is relevant to that purpose and is up to date and complete; and
- the collection of the information does not intrude to an unreasonable extent upon the personal affairs of the Student.

**Storage And Security Of Personal Information**

**Jigsaw Training Group** will ensure:
- that the record is protected, by such security safeguards as it is reasonable in the circumstances to take, against loss, against
unauthorised access, use, modification or disclosure, and against other misuse; and

- that if it is necessary for the record to be given to a person in connection with the provision of a service to the VET Provider, everything reasonably within the power of the VET Provider will be done to prevent unauthorised use or disclosure of information contained in the record.

**Jigsaw Training Group** will maintain a record setting out:

- the nature of the records of personal information kept by or on behalf of the record-keeper;
- the purpose for which each type of record is kept;
- the classes of individuals about whom records are kept;
- the period for which each type of record is kept;
- the persons who are entitled to have access to personal information contained in the records and the conditions under which they are entitled to have that access; and
- the steps that should be taken by persons wishing to obtain access to that information.

**Jigsaw Training Group** will not use the information without taking reasonable steps to ensure that, having regard to the purpose for which the information is proposed to be used, the information is accurate, up to date and complete.

The VET Provider will not use the information except for a purpose to which the information is relevant.

**Disclosure**

**Jigsaw Training Group** will not disclose the information to a person, body or agency (other than the individual concerned) unless:

- the individual concerned is reasonably likely to have been aware that information of that kind is usually passed to that person, body or agency;
- the individual concerned has consented to the disclosure;
- the VET Provider 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 student 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.

Where personal information is disclosed for the purposes of enforcement of the criminal law or of a law imposing a pecuniary penalty, or for the purpose of the protection of the public revenue, the record-keeper shall include in the record containing that information a note of the disclosure.

A person, body or agency to whom personal information is disclosed will not use or disclose the information for a purpose other than the purpose for which the information was given to the person, body or agency.
**ACADEMIC AND NON-ACADEMIC GRIEVANCES POLICY & PROCEDURE**

**Jigsaw Training Group** is dedicated to providing a high standard of service. Should a student have a complaint or wish to appeal an assessment result, they are encouraged to do so by using the following process:

### ACADEMIC GRIEVANCE POLICY & PROCEDURE

#### Definitions

For the purposes of this document the following applies:

- **Student/s** refers to all persons enrolled in a VET unit of study that meets the course requirements.

- **Complainant/s** refers to Students (as defined above) who have lodged an academic complaint with Jigsaw Training Group.

#### Overview

Jigsaw Training Group is committed to providing an effective, efficient, timely, fair and confidential academic grievance handling procedure for all students.

Complainants are entitled to access this grievance procedure regardless of the location of the campus at which the grievance has arisen, the Complainant’s place of residence or mode of study.

Academic matters include those matters which relate to student progress, assessment, course content or awards in a VET course of study.

#### Responsibility

The General Manager is responsible for implementation of this policy and procedure and ensuring that all staff are fully trained in its operation and Students and Complainants are made aware of its availability.

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**Informal Grievance Procedure**

Students may contact the Student Administration Officer on 1300 943 438 for all issues. The Student Administration Officer will discuss your complaint and endeavour to settle the grievance with a positive result. If the student is not satisfied with the outcome then they are welcome to proceed to the Formal Grievance Procedure.

**Formal Grievance Procedure**

General principles applying to all stages of this grievance procedure which will be adhered to by **Jigsaw Training Group** are:

- The Complainant and respondent will have the opportunity to present their case at each stage of the procedure.
- The Complainant and the respondent have the option of being accompanied/assisted by a third person (such as a family member, friend or counsellor) if they so desire.
- The Complainant and the respondent will not be discriminated against or victimised.
- At all stages of the process, discussions relating to complaints, grievances and appeals will be recorded in writing. Reasons and a full explanation in writing for decisions and actions taken as part of this procedure will be provided to the Complainant and/or the respondent if requested.
- Records of all grievances will be kept for a period of five years. These records will be kept strictly confidential and stored in Office of the RTO Manager.
- A Complainant shall have access to this grievance procedure at no cost.

#### Stage One

Formal grievances should be submitted in writing to Student Administration Officer **Jigsaw Training Group** 69 Grovely Terrace, Mitchelton, Qld 4053 or email admin@jigsaw.edu.au.

The responsible officer(s) Student Administration
Officer within Jigsaw Training Group will then assess the grievance, determine the outcome and advise the Complainant in writing of their decision within fifteen (15) working days.

The Complainant will be advised of their right to access stage two of this procedure if they are not satisfied with the outcome of Stage One.

Stage Two

If the Complainant is not satisfied with the outcome of Stage One they may lodge an appeal in writing with Chief Executive Officer of Jigsaw Training Group, 69 Grovely Terrace, Mitchelton, Qld 4053 or email ceo@jigsaw.edu.au.

The Complainant’s appeal will be determined by Chief Executive Officer of Jigsaw Training Group (the Reviewer).

The Reviewer will conduct all necessary consultations with the Complainant and other relevant persons and make a determination of the appeal. The Complainant will be advised in writing of the outcome of their appeal, including the reasons for the decision, within fifteen (15) working days.

The Complainant will be advised of their right to progress to Stage Three of the grievance procedure if they consider the matter unresolved.

Stage Three

If the Complainant is not satisfied with the outcome of Stage Two they may request that the matter be referred to an external dispute resolution process by a body appointed for this purpose by Jigsaw Training Group.

The details for the external body and contact person are:

The Manager
Resolution Institute
Level 2, 13-15 Bridge Street, Sydney NSW 2000
Tel: (02) 9251 3366 or 1800 651 650
Fax: (02) 9251 3733
Email: infoaus@resolution.institute
Web: www.resolution.institute
Resolution Institute Mediation Rules available on: www.jigsaw.edu.au

Costs associated with mediation are to be shared equally by the Complainant and Jigsaw Training Group.

If the Complainant remains unsatisfied with the outcome of the mediation, then they may contact the Australian Skills Quality Authority (ASQA). For contact details and information please see: http://www.asqa.gov.au/complaints/making-a-complaint.html.

Publication

This Academic and Non-Academic Grievance Policy and Procedure will be made available to Students enrolled with The Beauty House Group through publication on the website www.jigsaw.edu.au.

Jigsaw Training Group will give due consideration to any recommendations arising from the external review within seven (7) days of receiving said recommendations. This Academic Grievance Policy and Procedure was agreed to and ratified by (Jigsaw Training Group) on 1 November 2012.

STATEMENT OF REFUND FOR THE PURPOSES OF THE VET STUDENT LOAN SCHEME

This refund policy applies to all students who are entitled to a VET Student Loan, even if they choose not to access it.

To be entitled to a VET Student Loan a person must be an Australian citizen or the holder of a permanent humanitarian visa who will be resident in Australia for the duration of their VET units of study.

Jigsaw Training Group will repay a student who is, or would be, entitled to a VET Student Loan any
VET tuition fees that he or she may have paid for a VET Unit of study if the student withdraws from that unit on or before the relevant census date.

This does not apply where VET tuition assurance arrangements have been activated and the student has elected the VET course assurance option for that unit.

Where a student withdraws from a VET unit of study after the relevant census date, any refund of VET tuition fees is at the discretion of Jigsaw Training Group.

STATEMENT OF VET TUITION ASSURANCE

Under the provisions of Schedule 1A of the Higher Education Support Act 2003 (HESA) and Chapter 3 of the VET Guidelines Jigsaw Training Group ABN: 68 121 934 209 ACN: 121 934 209 (the First Provider) must comply with the VET Tuition Assurance requirements. This is to protect VET students in the event that Jigsaw Training Group ceases to provide a VET course of study in which a VET student is enrolled. The meaning of ‘ceasing to provide a VET course of study’ is set out at Chapter 3 of the VET Guidelines 2013, and the VET Student Loan Rules 2016.

In the event that Jigsaw Training Group ceases to provide a VET course of study in which a VET student is enrolled the VET student is entitled to a choice of:

• an offer of a place in a similar VET course of study with a Second Provider without any requirement to pay the Second Provider any VET tuition fee for any replacement VET units (this is known as the “VET Course Assurance Option”);

OR

• a refund of their up-front VET tuition fee payments and/or a re-crediting of any VET Student Loan balance for any VET unit of study that the VET student was enrolled or commences but does not complete because Jigsaw Training Group ceases to provide the VET course of study of which the unit forms part (this is known as the “VET Tuition Fee Repayment Option”).

Jigsaw Training Group has met the VET tuition assurance requirements as specified in the VET Guidelines 2013 and the VET Student Loan Rules 2016 through its current membership of the ACPET Tuition Assurance Scheme. Contact details for ACPET Tuition Assurance Scheme Administrator are:

ACPET Tuition Assurance Scheme Administrator
(Australian Council for Private Education and Training)
Address: Level 14, 46 Edward Street, Brisbane Qld 4000
Ph: (07) 3210 1628 Fax: (07) 3210 6347 E: qld@acpet.edu.au

If Jigsaw Training Group ceases to provide a VET course of study, ACPET Tuition Assurance Scheme Administrator will send a VET student enrolled in the VET course of study a written VET Tuition Assurance Offer (the Offer) advising the VET student of the options available under the VET tuition assurance requirements. The Offer will include directions that the VET student must follow in order to notify ACPET Tuition Assurance Scheme Administrator of the choice they have made for each affected VET unit. ACPET Tuition Assurance Scheme Administrator will provide this Offer within twenty Business Days after it knows, or should know by reasonable enquiries that the Jigsaw Training Group has ceased to provide the VET course of study.

For the purposes of VET Student Loans, all courses offered by Jigsaw Training Group in accordance with the course requirements of clause 45 of Schedule 1A of the Higher Education Support Act 2003 are covered by the ACPET Tuition Assurance Scheme (‘the Scheme’) as part of Jigsaw Training Group’s membership of the Scheme.

A VET student may choose either:

The VET Course Assurance Option:

Under the VET course assurance option, a VET student will be offered a place in a similar VET course of study by ACPET Tuition Assurance Scheme Administrator. If the VET
student accepts this option, ACPET Tuition Assurance Scheme Administrator will make all necessary arrangements to ensure a VET student is able to enrol with the Second Provider in the similar VET course of study. This offered VET course will lead to the same or a comparable qualification without any requirement on the part of the VET student to pay the Second Provider any VET tuition fee for any replacement VET units (that is, units that the VET student had commenced but not completed because the VET course ceased to be offered). A VET student will receive full credit from the Second Provider for any VET units of study successfully completed at Jigsaw Training Group.

The Second Provider nominated by ACPET Tuition Assurance Scheme Administrator may have different VET tuition fees to the fees the VET student would have paid for VET units of study which were part of the VET course of study the Jigsaw Training Group ceased to provide but which the VET student had not yet started studying.

A VET student is not obliged to enrol in a VET course of study with a Second Provider offered by ACPET Tuition Assurance Scheme Administrator under the VET Course Assurance Option. However, if he/she enrolls with any other VET provider there is no obligation on that VET provider to offer full credit transfer for the VET units of study completed with the Jigsaw Training Group or to offer replacement VET unit/s free of charge.

OR

The VET Tuition Fee Repayment Option:

Under the VET Tuition Fee Repayment Option, ACPET Tuition Assurance Scheme Administrator undertakes to pay the VET student the total of any up-front VET payments already paid by the VET student for any VET units of study the VET student has commenced but not completed because the VET course ceased to be offered. VET students selecting this option will also have their VET Student Loan balance re-credited for the uncompleted VET units.

STUDENT REVIEW REQUIREMENTS & RE-CREDITING A VET STUDENT LOAN BALANCE

Definitions

• Student: Refers to students, who are Australian citizens or permanent humanitarian visa holders who will be resident in Australia for the duration of their VET Units of study, and who access a VET Student Loan for payment of their tuition fees in respect of the VET unit of study in which they are enrolled.

• Census Date: A published date, set by the provider, no earlier than 20% of the way through a VET Unit of Study.

• Tuition Fees: Fees paid for a VET Unit of Study that is approved for a VET Student Loan and applies to students who are, or would be entitled to a VET Student Loan.

• Unit or VET Unit of Study: A VET unit of study approved for a VET Student Loan that a student may undertake with Jigsaw Training Group, for which the student may access a VET Student Loan to pay for all or part of their tuition fees.

• The Department: The Department of Education and Training.

Incurring a VET Student Loan Debt

A Student who is, or would be, eligible for a VET Student Loan and has requested a VET Student Loan, who withdraws from a Unit on or before the census date will not incur a VET Student Loan debt for the tuition fees for that Unit. Students who have requested a VET Student Loan who remain enrolled after the published census date will incur a VET Student Loan debt. A Student who withdraws from a Unit after the published census date for that Unit will incur a VET Student Loan debt for that Unit.

Re-crediting a VET Student Loan Balance

Students who withdraw from a Unit after the published census date, or fail to complete a Unit, may apply to have their VET Student Loan balance re-credited with respect to the Unit if they believe special circumstances apply in accordance with the following procedures.
Special Circumstances
If a Student withdraws from a Unit after the published census date for that Unit, or has been unable to successfully complete a Unit, and believes this was due to special circumstances, the student may apply to have their VET Student Loan balance re-credited for the affected unit/s.

Jigsaw Training Group will re-credit the Student’s VET Student loan balance if it is satisfied that Special Circumstances apply where:
• these circumstances are beyond their control, and
• these circumstances did not make their full impact on the student until on, or after the census date; and
• these circumstances were such that it was impracticable for the Student to complete the requirements for the Unit.

For circumstances to be beyond a Student’s control, the situation should be that which a reasonable person would consider is not due to the Student’s action or inaction, either direct or indirect, and for which the Student is not responsible. The situation must be unusual, uncommon or abnormal to be considered special circumstances.

Special circumstances do not include:
• lack of knowledge or understanding of requirements for a VET Student Loan; or
• a Student’s incapacity to repay a VET Student Loan debt (repayments are income contingent and the Student can apply to the Australian Taxation Office for a deferral of a compulsory repayment in certain circumstances).

Re-credit of a Student’s VET Student Loan balance - The process
Each application for re-credit of a student’s VET Student Loan balance will be considered on its merits together with all supporting documentation substantiating the special circumstances claim.

The Administrator is the designated VET Student Loan officer of Jigsaw Training Group. The above officer is responsible for the assessment of a student’s request for a re-credit of their VET Student Loan balance due to special circumstances and for the initial decision regarding the request.

1. A Student must apply in writing to the Administrator, address: 69 Grovely Terrace Mitchelton QLD 4053 and phone: 1300 943 438 within 12 months of the withdrawal date, or if the Student has not withdrawn, within 12 months of the specified completion date of the Unit. Jigsaw Training Group has the discretion to waive this requirement if it is satisfied that it was not possible for the application to be made within the 12 month period. Relevant supporting documentation will be required to substantiate the claim.

2. The application for re-crediting a VET Student Loan balance must include details of the:
• Unit(s) for which a Student is seeking to have a VET Student Loan balance re-credited and
• special circumstances as referred to above, including supporting documentation.

3. Jigsaw Training Group will consider each application within 10 working days of receipt of the application. It will consider each request to re-credit a VET Student Loan balance in accordance with the requirements of Schedule 1A to the Act. Applicants will be notified in writing of the decision within 10 working days.

Review of Decision
Where Jigsaw Training Group makes a decision NOT to re-credit a student’s VET Student Loan balance that decision may be subject to review.

If a Student is not satisfied with the decision made by Jigsaw Training Group, the Student apply, within 28 days of the receipt of the original decision, for a review of the decision. The application for review must:
• be made within 28 days of receipt of the
original decision
• include the date of the original decision
• state fully the reasons for applying for the review
• include any additional relevant evidence

Applications should be made in writing to the General Manager, address: 69 Grovely Terrace Mitchelton QLD 4053 and phone: 1300 943 438 as the designated Review Officer of any decisions relating to a request for recrediting of a VET Student Loan balance.

Note: The Review Officer is senior to the designated VET Student Loan officer responsible for the original decision and was not involved in making the original decision to be reviewed.

The Review Officer will:
• acknowledge receipt of the application for review of a decision in writing within 10 working days; and
• inform the Student that if the Review Officer has not advised them of a decision within 45 days of receipt of the application for review, it is taken that the Review Officer has confirmed the original decision.

The Review Officer will then:
• review the information from the original decision and then assess any new evidence provided by the Student
• provide written notice to the Student of the decision, setting out the reasons for the decision
• inform the Student of their right to apply to the Administrative Appeals Tribunal if they disagree with the Review Decision, and timelines involved (see below).

Reconsideration by the Administration Appeals Tribunal

At the time of the original decision, and at the time of the subsequent Review Decision, the Student will be notified of their review rights and responsibilities. The relevant officer will inform a Student in writing of their right to appeal to the Administrative Appeals Tribunal (AAT) if they are not satisfied with the outcome and the contact details of the closest AAT office and the approximate costs of lodging an appeal. The Application must be lodged at the AAT within 28 days of receiving written notice of the Review Decision. This time limitation can be extended in limited circumstances by order of the AAT.

AAT Details and Approximate Costs

Administrative Appeals Tribunal Details:
Brisbane Registry
Level 4, Harry Gibbs Building
Commonwealth Law Courts
119 North Quay
BRISBANE QLD 4000

Approximate cost of lodging an appeal with the AAT: $884 with a concession of $100 off for eligible applicants. (Source: http://www.aat.gov.au/FormsAndFees/Fees.htm)

Note: Full details of the application process and fees payable are available on the AAT Registry’s website: www.aat.gov.au. Fees are subject to change – refer to the AAT website for up-to-date fee information. Applications cannot proceed until the fee has been paid or waived. Applications for fee waiver must be made to the AAT. Refer to the AAT website for more details.

The Secretary of the Department, or the Secretary’s delegate, will be the respondent for cases that are brought before the AAT. Upon the Department’s receipt of a notification from the AAT, the Department will notify The Beauty House Group that an appeal has been lodged. Upon receipt of this notification from the Department, the Review Officer will provide the Department with copies of all the documents that are relevant to the appeal within ten (10) business days.

Publication

This policy and the procedure is published on Jigsaw Training Group website to ensure Students have up to date and accurate information publicly available to them.