

# Student Handbook 2019



RTO: 32423

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## INTRODUCTION

Welcome to Jigsaw Training Group. This handbook is designed to provide you with information about us, the services we provide and to guide you through your rights and responsibilities as a student and what you can and should expect from us during your time studying with us.

Before you complete your enrolment, please be sure that you have read this handbook and understood its contents. If you do not understand something or require clarification, please ask us by calling or emailing us.

## ABOUT US

Jigsaw was established to offer quality education and training in the health and community services sector. We pride ourselves on enabling our students to obtain their career aspirations through nationally accredited training. We offer help, support and assistance to all our students prior, during and after their learning and maintain the highest level of integrity, responsibility, flexibility and fairness.

As a Registered Training Organisation (RTO no. 32423), we operate within the Standards for Registered Training Organisations 2015, which is legislation under the national Vocational Education and Training Regulator Act 2011 and are monitored by the Australian Skills Quality Authority (ASQA). These standards are intended to ensure that all providers deliver consistent, high quality, vocational education and training.

Jigsaw Training Group will:

- conduct its business with honesty, diligence and integrity
- comply with all Commonwealth, state and territory legislative regulatory requirements
- provide a high standard of training using trainers/ assessors who are appropriately qualified and have extensive industry experience
- deliver, monitor and review its training and assessment strategies to ensure optimal student outcomes
- offer credit processes that recognise qualifications/ Statements of Attainment issued by other training organisations.
- ensure all students have access to the Recognition of Prior Learning (RPL) process
- ensure discrimination against age, sex, sexual preferences, race, colour, educational background, marital status, economic status and religion is not tolerated
- provide a transparent, easy to follow complaints and appeal procedure and opportunities for reassessment
- encourage feedback and evaluation from students, trainers and industry
- maintain accurate, confidential and secure student and financial records

## CONTACT DETAILS

Jigsaw Training Group can be contacted via the following:

**Head Office:** 18 Rawlins Street  
SOUTHPORT QLD 4215

**Telephone:** 1300 943 438

**Email:** [enquiries@jcg.edu.au](mailto:enquiries@jcg.edu.au)

## TRAINING PACKAGES / COURSES

Jigsaw Training Group delivers training within the following training packages:

Community Services  
Health  
Business Services  
Tourism, Travel and Hospitality

All qualifications and units of competency currently on our scope of registration can be viewed at <https://training.gov.au/Organisation/Details/32423>.

We deliver training and assessment using the following methods:

- *Online Learning.*
- *Face to face (Classroom based) training*
- *Recognition of Prior Learning; and*
- *A blended approach of the above methods*

All methods used are designed to support our students to achieve competency and complete their qualification.

Once you have completed your course, Jigsaw Training Group will issue a nationally recognised qualification. Should a student only partially complete, they will be eligible to receive a Statement of Attainment, which will detail all units successfully completed.

Some students may be eligible to complete training using the assessment only pathway (Recognition of Prior Learning). We also offer Credit Transfer for all units of competency where a student can produce acceptable evidence of previous formal study. Depending on the currency of this qualification, we may also request further industry evidence to support the application.

## PRE-ENROLMENT

Before enrolling with us, students are informed about the training, assessment and support services to be provided, and about their rights and obligations. Prospective students seeking to enrol with Jigsaw Training Group are admitted using fair, equitable and transparent procedures based on clearly defined, consistent, and equitable criteria.

You will be fully informed about the course you are enrolling in, what the course covers, what qualification you will be provided with and whether it will provide you with pathways to specific employment opportunities and/or other qualifications.

Students will be provided with clear, accurate and up-to-date information, enabling them to make an informed choice about our services. The information provided will be in a format that is easy to access and understand and will consider the potential student's abilities and access to information.

In summary, all students prior to enrolment will be informed of:

- The national code and name of the qualification you are enrolling in.
- The currency of the qualification
- How long the course will take to complete
- The method of delivery – for example, online training
- The name and contact details of any third party that may be engaged to deliver training and assessment on our behalf
- That the qualification will be issued solely by Jigsaw Training Group
- Any fees and charges applicable to training and our refund policy
- The right to make a complaint and processes to undertake same
- Any entitlements or implications relating to a government funded training place

## RECRUITMENT/ MARKETING

Jigsaw Training Group at times, may use the services of an outside individual or company to market our programs to prospective students on our behalf. This will always be made clear in all marketing or onsite visitation where a representative for Jigsaw Training Group is being utilised.

Jigsaw Training Group has monitoring arrangements in place to ensure that anyone representing us does so with honesty and with integrity. If for any reason, a student or prospective student has reason for a complaint regarding these services, please refer to the and grievance section of this handbook or please contact us directly straight away.

## TRAINERS/ASSESSORS

Trainers and assessors within the vocational education sector are expected to have completed the Certificate IV in Training and Assessment (TAE40116) or its equivalent or a higher level adult education degree.

Our trainers also hold qualifications in their field of expertise as well as having experience in industry.

Trainers will provide you guidance, support and advice during your training/assessment and are available to answer any questions you have relating to any part of your program.

Trainer/Assessors are expected to ensure that:

- You are informed about the assessment prior to it taking place, including information about how it will be delivered, assessed and results.
- Assessments are only delivered in their area of expertise.
- Assessment conditions are appropriate to the assessment being undertaken.
- No student is unfairly excluded from undertaking assessment.
- Students are provided with the opportunity to discuss any circumstance that may preclude them from undertaking the assessment and allowances are made for any disability or special need.
- Students are provided with the opportunity to provide feedback on the assessment or assessment procedure prior to and after the assessment.
- Learner is aware of options available should they not pass an assessment or re-assessment – such as making a complaint or appeal against an assessment result.
- Assessors are expected to assess all learners in a consistent reliable manner, using the guidelines provided by Jigsaw Training Group.

## ENROLMENT

Our enrolment process requires you to complete an enrolment form and provide as much relevant information as possible to ensure we provide training to suit your needs and meet the requirements of our regulatory and funding bodies. All information collected is kept confidential and subject to our Privacy Policy. A copy of this policy is available upon request.

This may include (but not limited to) evidence of previous study, evidence of current residency status and a current Unique Student Identifier).

## COMPUTER ACCESS/USAGE

All prospective students are advised that they may be required to have basic to moderate computer skills to complete our courses and have reliable internet access to undertake assessment tasks.

## FEES & CHARGES

Information on relevant tuition fees, amenities charges and payment requirements are provided prior to enrolment to prospective students upon enquiry and are clearly identified in any correspondence issued.

Payment plans are available on request to Jigsaw Training Group for students undertaking a qualification fee for service.

Students who are enrolled into a funded program are expected to pay any tuition or contribution fee within seven days of enrolment.

## THIRD PARTY PROVIDERS

On occasion, Jigsaw Training Group works with other training providers to deliver qualifications and short courses on our behalf at different locations. These third parties are regularly monitored to ensure that they deliver the training to the quality standard we expect. These third-party agreements are reported to our registering body.

At all times, Jigsaw Training Group is responsible for your training experience and the issuing of your qualification/statement of attainment.

Any changes to our third-party arrangements will be communicated to any affected students at the time.

If at any point, you have complaints or concerns about a third -party provider, you are encouraged to contact us directly, and if required, use our Complaints and Appeals process listed under "Complaints/Appeals" in this Handbook.

We also like to hear when our third parties have provided with exceptional training and service.

**Please note** that at no time, any third party provider is to represent themselves as providing funding through the Department of Small Business, Education and Training on behalf of Jigsaw Training. If this has occurred during your experience with Jigsaw Training Group, please contact our Head Office straight away.

## REFUND POLICY

Course refunds will be considered under the following circumstances:

- 3.1 Where a student enrolls in a qualification or unit that is postponed and a new commencement date allocated, the student will be provided with the opportunity to either commence on the amended commencement date or withdraw with a full refund with no penalty.

Where a course is cancelled by Jigsaw Training Group, and a new commencement date not allocated, a full refund will be provided to the student to a nominated bank account.

- 3.2 Where a student chooses to withdraw from a program prior to commencement, (in writing), a full refund of all monies paid will be provided to the student. Should the student choose to postpone their enrolment to commence later (within three months), the fee paid will be retained and transferred to the new enrolment. If the student does not subsequently commence, a full refund will be issued.
- 3.3 If an enrolled student decides to cancel and not participate in a qualification within 14 days of commencement, a \$50 administration fee will be charged and if applicable, the remainder of the fees refunded.
- 3.4 Where a student cancels their enrolment after 14 days of commencement, fees paid up to date of cancellation are not refundable, unless evidence of extenuating circumstances can be supplied. In this instance, a student may apply for a refund by making a written request supported by documented evidence to Management of Jigsaw Training Group. The administration fee will still be charged in this instance. The student will not be responsible for the balance of the qualification (if applicable).

All refunds are paid directly into the students' nominated bank account.

If a student has been funded under a State Contract whereby they have contributed to payment towards their training, Jigsaw Training Group will abide by the prescribed refund policies set out in any signed contract between Jigsaw Training Group and the State Department and as detailed below. If there is no guidance regarding refunds in the contract, the Jigsaw Training Group Refund Policy will be applied.

## FUNDED PROGRAMS

Jigsaw Training Group can offer students certain qualifications through various funding contracts it holds. These contracts enable potential students to access funded positions in our courses. Jigsaw Training Group currently holds contracts with the Queensland Department of Education, Small Business and Training.

Before being approved for funding, all students must be able to meet and provide evidence of the different eligibility requirements of each program.

Jigsaw Training Group will not enrol any student who does not meet or cannot demonstrate eligibility with all funding requirements.

If you are a past or current student of Jigsaw (pre 2017) under the VET Student Loans scheme, please refer to your VET Student Loans Handbook. Please call us for further assistance if required.

## RECOGNITION OF PRIOR LEARNING

All nationally recognised qualifications are based on demonstrating competence against set criteria.

Jigsaw Training Group recognises that students will have acquired skills from a variety of different sources. These skills are valid irrespective of how they were acquired.

Students who believe they already possess the skills and knowledge that is covered in their training program can apply to have these assessed via Recognition of Prior Learning (RPL). Students can undertake this for different units of their qualification due to previous study and their industry experience.

This significantly reduces the timeframe of completion for the qualification.

Students can apply for RPL at any time during their program, however it is optimal that a student speaks to their trainer prior to commencing their training so that appropriate documentation and processes can be put in place to assist the student start the evidence gathering process.

To ascertain if a student will be able to undertake certain units via RPL, Jigsaw Training Group requires students to complete a Self-Assessment Guide which asks them to undertake a self-review of their skills against a unit and whether they will be able to provide evidence of existing skills and knowledge.

The student will be provided with an assessment manual and an assessor will undertake a site visit with the student to undertake a competency assessment. The RPL Assessment Manual provides in detail the type of information and documentation students are required to gather as part of the RPL Evidence Portfolio.

This portfolio of evidence determines whether the student's experience and prior learning meets requirements of the unit of competency for which RPL is being sought. Evidence must confirm the students' current and existing skills and knowledge. This may include but is not limited to: -

- Copies of Statements of Attainment and/or Certificates from other Registered Training Organisations;
- Copies of relevant formal qualifications obtained in other countries (if applicable)
- Copies of references and testimonials from suitably qualified people;
- Employment related documents, resumes, duty statements, performance appraisals;
- Competency Conversations and Challenge Tests
- Statutory declarations of work and experience; and
- Any other information that may be relevant.

The portfolio of evidence will be assessed taking the following will be considered:

- **Authenticity:** The evidence submitted is demonstrably the student's own work
- **Currency:** The evidence provided is still current and performable
- **Sufficiency:** The evidence provided covers all aspects of the unit
- **Validity:** The evidence provided covers the broad range of skills required to perform the areas being assessed
- Recent evidence
- Evidence during the assessment

Students are expected to either provide Jigsaw Training Group with copies of documentation and keep originals for their own records; or if providing original documentation to Jigsaw Training Group keep copies of their own work.

Jigsaw Training Group will not take responsibility for returning any submitted documentation that a student does not keep their own records for.

Any units that are successfully assessed as Prior Learning will appear as "RPL" on the students' Record of Results/Statement of Attainment.

If a student is unable to gather enough evidence to demonstrate RPL, they will be required to undertake training and assessment activities related to that unit.

We encourage any student who believes that they meet the requirements of RPL to speak with their trainer at the start of their course.

## CREDIT TRANSFER (C/T)

We recognise that some students may have undertaken training elsewhere before becoming a student with us.

Credit transfer is available to all students enrolling in any training programs and is granted when it can be demonstrated that the previous course of study is equivalent to the learning or competency outcomes to the course you are studying with us. This is usually proven through the provision of a certified copy of Record of Results or Statement of Attainment. We may also contact the issuing provider to verify authenticity.

Any units of competency approved for Credit Transfer will appear on the students' Record of Results as CT.

Credit Transfer is a free from charge process.

## ASSESSMENT STANDARDS

All assessments conducted by Jigsaw Training Group will:

- Comply with the assessment guidelines defined in the relevant nationally endorsed training package, including trainer/assessor qualification requirements.
- All satisfactorily completed assessments will lead to the issuing of a statement of attainment or a qualification under the Australian Quality Framework (AQF) where a person is assessed as competent against the nationally recognised units of competency in the applicable training package.

## COMPETENCY BASED ASSESSMENT

Competency Based Assessment simply recognises you as competent, or not competent in each unit of competency.

To achieve a "Competent" grade you must successfully demonstrate competence in each assessable section of each unit. Competency is using your skills and knowledge to perform tasks and duties appropriately in workplace situations to the standard expected in the workplace and by industry consistently over time.

All assessments undertaken by Jigsaw Training Group will meet the requirements of the relevant Training Package.

Jigsaw Training Group will only assess within its scope of registration.

All assessments will follow the Principles of Assessment as follows:

- Valid All assessments provided to learners demonstrate actual knowledge and performance.

- **Flexible** All assessments can be undertaken in a variety of ways to meet the individual requirements of the learner. This includes recognition of prior competencies (see RPL section) For example, a student with a broken arm can be given a test orally rather than a written test.
- **Reliable** All learners undertake assessments at the same level and will result in a consistent interpretation.
- **Fair** All assessments are fair and will not disadvantage or unfairly advantage any learner or learner group.

All assessment will meet the rules evidence which is closely related to the principles of assessment. The provision of a comprehensive assessment tool will ensure that the following rules are met:

- **Authentic** An assessor must be assured that the evidence presented for assessment is the learners own work.
- **Current:** Currency of assessment relates to the age of the evidence presented by learners to demonstrate that they are still competent. Competency requires demonstration of current performance, so the evidence must be current or recent.
- **Sufficient:** Sufficiency relates to the quality and quantity of evidence assessed. It requires collection of appropriate evidence to ensure that all aspects of competency have been satisfied and that competency can be demonstrated repeatedly.
- **Valid:** The assessor is assured that the student has the skills and knowledge as described by the unit of competency.

## ASSESSMENT CRITERIA

All students will be informed of the context and purpose of all assessments and the assessment process prior to undertaking the assessment. This will include information on the assessment method and alternative assessment methods if required, to accommodate special needs or circumstances. Information will also be included at the start of the training and at the start of each unit as to the assessment processes, number of assessments and types of assessment.

## ASSESSMENT METHODS

Assessment methods will ensure that the focus is on gaining the skills and knowledge required for each unit and is assessed both theoretically and practically. The completed assessments will provide sufficient proof of competence and must be valid, sufficient, current and authentic.

Jigsaw Training Group ensures that students are assessed in sufficient detail to ensure that assessors can determine that students have attained competency.

Assessment methods used by Jigsaw Training Group include, but are not limited to the following:

- Observation /Demonstration
- Practical Assessments
- Competency Conversations
- Evidence Portfolios
- Question and Answer

All assessments will comply with equity and cultural issues without compromising the integrity of the assessments.

All learners are provided with notice and information regarding the assessments prior to the assessments in order to prepare and practice.

All assessments and feedback are only provided to the learners and employers (where applicable). All feedback provided is designed to provide the student will further skills and knowledge on the unit being assessed.

Completed assessments are marked either "satisfactory" or "not satisfactory". Completed units will be marked as "Competent" or "Not Yet Competent". Jigsaw Training Group does not grade assessments with a percentage mark.

## ASSESSMENT AUTHENTICITY

All submissions of evidence and other information for assessment must be of your own doing and you must have been responsible for the outcomes portrayed in such documentation. This includes, but is not limited to, written and practical tasks, evidence portfolios, photographs and referee testimonials.

All assessment tasks must have been completed by yourself and contain no material or answers written by any other person. Assistance from an external party may be granted in certain circumstances following a request and approval by Jigsaw Training Group.

Any actions/sanctions taken undertaken are purely at the discretion of Jigsaw Training Group management in the event that a student is found to be submitting work that is not their own. This may include but is not limited to termination of enrolment.

Students are required to keep copies of their work for their own records.

## RE-ASSESSMENT

Students who are marked as "Not Yet Satisfactory for a specific assessment will be:

- provided feedback on the submitted assessment by their assessor
- guidance on focussing their studies by their assessor
- the opportunity to re-submit the assessment. The student will only be required to resubmit that part of the assessment that was marked as not satisfactory.

Should a student be unable to demonstrate competence after three attempts at an assessment, there may be an additional tuition fee charged to undertake the unit again, (which will be calculated individually, but no more than \$300.00 per unit). This will be discussed with the student prior to a decision being taken.

## APPEALS AGAINST ASSESSMENT

Students who wish to dispute an assessment outcome may do so by following the below steps:

- Discuss the result with their trainer/assessor using the assessment and feedback already provided.
- If the student still disagrees with the result provided, they can request that the assessment is re-marked by the trainer.
- If the student disagrees with the new (re-marked) result, they will be required to put in a formal request (in writing) to Management of Jigsaw Training Group who will organise for the assessment to be sent to a suitably qualified external party who will re-mark the assessment. This will form the final result for the assessment in question. In the event of the student appealing against a workplace assessment, a suitably qualified assessor/contractor may be engaged to undertake the re-assessment at the workplace at a mutually agreeable time.

After this, if the student is still dissatisfied, they will need to follow the complaint and appeals process including escalation to ASQA.

## VOCATIONAL PLACEMENT

Some courses delivered by Jigsaw Training Group will require you to undertake a number of hours via a vocational placement. Vocational Placement is where you attend an actual workplace (such as an aged care home) and undertake tasks under the supervision of an experienced and qualified third party.

Under these arrangements students can gain the skills they need to transition successfully from study to work, while giving industry the opportunity to enrich student learning experiences and increase the number of work-ready graduates.

Vocational placements that meet the definition under the Fair Work Act 2009 (the FW Act) are lawfully unpaid. Students completing vocational placements are not considered to be employees and therefore are not entitled to the minimum wage nor other entitlements provided under the Fair Work Act.

Please note that in order to undertake a placement, you will be required to obtain a National Police Check and provide this directly to Jigsaw Training Group prior to any placement being confirmed.

You may also be required to obtain a Working with Children Check.

Both of these checks attract a fee which is to be borne directly by the student.

## CHANGE OF DETAILS

It is expected that students advise Jigsaw Training Group promptly of any change in address, phone number, email address, or any other details in writing (by email).

## LEAVE OF ABSENCE/DEFERRAL

In the event that a student requires a leave of absence or deferral from their studies, a student can discuss this with their trainer or with Jigsaw Training Group Head Office. A student who takes defers their study remains enrolled in their program and all fees remain payable.

A leave of absence or deferral will be considered under the following circumstances:

|            |   |
|------------|---|
| Medical    | In the event of a medical condition which precludes the student from undertaking employment and/or their studies, they will be required to provide documentary evidence (such as a medical certificate) to support this application.  |
| Financial  | In the event a student is unable to pay an instalment for an extended period, the student will be provided with the option of obtaining a Leave of Absence from study. Any fees owing must be paid in full prior to the re-activation of the student file.  |
| Employment | If the student must be employed in a certain role in order to complete the qualification, and they are unable to source employment in this field or undertake a contract that requires them to work outside of the qualification field, the student will be able to obtain a deferral until they can obtain a contract/employment in the required field. Documentary evidence to support this must be provided. |

A formal written request (with supporting documentation if required) should be made to Management at Jigsaw Training Group stating the circumstances for the request. Deferrals are not automatically granted and generally only one deferment is available up to 12 months. If approved, official documentation to support the deferral approval will be generated and students will be contacted approximately one month prior to the date they have nominated as a return.

There are no fee refunds on deferral.

## COURSE WITHDRAWAL

Students who no longer wish to continue their studies should discuss this with their Trainer. If they still wish to withdraw from study, the student needs to provide an email so processes can be followed and their student file can be officially closed.

If any units have been completed and the student is up to date with their fee payment, a Statement of Attainment will be issued.

## ISSUE OF CERTIFICATES

Upon successful completion of your course or unit(s) of competency, you will be issued with a nationally recognised Certificate and Record of Results or Statement of Attainment within 30 days. All certification documentation is issued directly from Jigsaw Training Group and measures have been undertaken to reduce the possibility of replication by fraud.

No completion documentation will be issued until students are fully financial.

Funded students will be expected to complete a Student Survey prior to issuing certification.

Please note that Jigsaw Training Group are unable to issue any certification documentation until a Unique Student Identifier has been provided and verified.

## REPLACEMENT OF CERTIFICATES/STATEMENTS

Should you lose or damage your Certificate /Statement, replacements can be provided at a cost. All requests for replacement Certificates/Statements of Results must be made in writing.

You will need to provide details of what course you completed, the year completed and name you completed it under.

An administrative fee to cover searching, validation and processing of the replacement Certificate or Statement of Attainment applies. The cost to replace a certificate/statement is \$20.00.

If a certificate is lost in the mail because it was sent to an old address and the student has not informed Jigsaw Training Group of their new contact details, a new certificate will attract the re-issue fee of \$20.00.

## STUDENT SUPPORT AND WELFARE

Jigsaw Training Group will assist all students in their genuine efforts to complete our training programs.

If you are experiencing any difficulties with your studies we recommend that you seek assistance from your trainer in the first instance, or another staff member of Jigsaw Training Group.

We will ensure that the full resources of our organisation are made available to assist you accessing the required level of completion required.

Should you be experiencing any personal difficulties you should make contact directly with Jigsaw Training Group Head Office who will assist you to the full extent of their capacity.

Jigsaw Training Group adheres to principles of access and equity and maximises outcomes for all students by ensuring that all programs and services are relevant, accessible, fair and inclusive.

Jigsaw Training Group will provide equitable access to all educational and support services, so that no student is disadvantaged.

Jigsaw Training Group will ensure that any LLN/physical or technological requirements of all qualifications on its scope are provided in any pre-enrolment information, so that if there are limitations to the access of resources, this is clear and prospective students can make an informed decision prior to enrolment.

Identification of these requirements can be done pre or post enrolment and the methods used may be through the enrolment form, discussions with the student, upon review of assessments submitted or the completion of Self-Assessment Guides.

If, for any reason, a student is unable to access our resources, Jigsaw Training Group will provide students with alternative methods of access. In the event of workplace delivery, any gaps in required resources will be addressed by Jigsaw Training Group.

## REASONABLE ADJUSTMENT

Reasonable adjustment is an action undertaken by Jigsaw Training Group to assist a student with an identified disability or special need. This affords the student the same opportunities to complete the unit/qualification as those who may not face the same difficulties.

Any adjustments made will be based on the students' ability to participate and achieve outcomes.

Adjustment for a unit of competency may take the form of:

- Customising resources and/or activities
- Adjusting the assessment modality
- Extra support for LLN where identified
- Additional time to complete learning materials and/or assessments
- Oral testing

If known, students are expected to advise Jigsaw Training Group of any specific special requirements prior to enrolment.

## LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

All course training and assessment materials provided to students by Jigsaw Training Group are written in English. Students are expected to be able to read and understand English to a level required to successfully complete the training.

Should a student identify as requiring additional support at enrolment, such as literacy or numeracy support, Jigsaw Training Group will provide support on a case by case basis to the limit of its abilities. This may include verbal assistance from the trainer and/or referral to websites which may equip the student with additional skills and knowledge. After this, should students require further assistance, they may be referred to appropriate external agencies.

Referrals will be provided to specialist literacy and numeracy assistance agencies where appropriate. This may attract an extra cost to the student.

Students may be required to undertake a Literacy, Language and Numeracy test prior to commencing their training.

## ACCESS AND EQUITY

Jigsaw Training Group adheres to principles of access and equity and maximises outcomes for all students by ensuring that all programs and services are relevant, accessible, fair and inclusive.

Jigsaw Training Group will promote its services in a manner that includes and reflects its diverse student population and ensures that all such students are well informed about the options available to them. We will provide appropriate quality education and training programs and services to all people, without discrimination.

Jigsaw Training Group will ensure its policies and procedures promote equal opportunity and are understood and implemented by all staff and representatives

Jigsaw Training Group will always ensure that, students are made aware of any of any changes that may affect their ability to complete any part of their training. This may include a change of assessor, a change to the training package or any other unforeseen circumstance.

## STUDENT RIGHTS

Students have the right to expect Jigsaw Training Group and their representatives to:

- provide quality training in line with current industry expectation
- provide learning resources to support their training
- be treated with respect by all representatives of Jigsaw Training Group
- inform about course content and understand/inform about assessment requirements
- provide information regarding any policy/procedure which may impact upon study
- hold personal information in confidence
- give students the opportunity to provide feedback regarding their studies, trainers, and any other aspect of their training
- have a qualification provided them within thirty days of successful completion of a course.

## STUDENT CODE OF CONDUCT

All students are always expected to work with Jigsaw Training Group to ensure a safe and productive learning environment by demonstrating sensible behaviours.

Students must:

- treat trainers and other Jigsaw Training Group representatives in a courteous manner
- treat other students in a courteous manner
- respect the rights of trainers, other Jigsaw Training Group representatives and other students regardless of gender, race, culture, age, religion, gender preference and abilities.
- conduct themselves in a professional manner
- not attend training or assessment activities under the influence of alcohol, drugs or other substances
- during training and assessment activities, mobile phones are to be switched off as appropriate. Phone calls are not be made or answered unless of emergency or extenuating circumstances.

**If the above are not observed, your trainer has the right to ask you to leave the classroom.**

## STUDENT PERFORMANCE MANAGEMENT /DISCIPLINARY ACTION

In circumstances where performance management and/or disciplinary action are required, the student can expect the following steps to occur:

1. Trainer discusses issues of concern with the student and outlines/ confirms these discussions in writing to the student
2. If the issues remain unresolved or continues, a meeting between the student and management of Jigsaw Training Group is arranged with the student.
3. Parameters for management of the issues are discussed and specific actions, outcomes and timeframes are agreed
4. These parameters will be closely monitored and if not adhered to by the student, course termination may result

## COURSE TERMINATION

Grounds for terminating a student from a course include:

- Continued failure to meet assessment standards despite support and guidance
- Continued non-attendance in class (two weeks minimum) with no contact
- Continued non-submission of course assessments by the required date with no documented extenuating circumstances. Jigsaw Training Group contacts students on a regular basis to discuss progression through their course. If after three months of contact not being made, despite our attempts and no submission of work received the students file will be reviewed for closure.
- Cheating or plagiarism
- Harassment, assault or bullying towards Jigsaw Training Group trainers and assessors
- Bringing or consuming alcohol, drugs or other illegal substances or being adversely affected by the influence of drugs, alcohol or other substances

Trainers will discuss the grounds for termination with the student and put forward a recommendation of action to management at Jigsaw Training Group. The final decision to terminate a student lies with Jigsaw Training Group management.

A letter advising the student that they are no longer enrolled in the course and that their student file has been closed will be sent. No refund is applicable in the case of termination.

At all times the student has the option of following the complaints and appeals process outlined in this Handbook if they feel they have been treated unfairly.

## STUDENT RECORDS

Jigsaw Training Group will maintain a system of records management that will ensure the integrity, accuracy, currency and security of all records kept. We will, always, operate in accordance with relevant Commonwealth, State or Territory legislation pertaining to the secure storage, retention, archiving and retrieval of records.

The safeguarding of confidential information will be managed through secure storage processes. All documents will be securely stored either as electronic data or as hard copy in a locked secure office area.

Access to all documents will be restricted to nominated management and staff of Jigsaw Training Group, at the discretion of Management. Documentation and records will be available for retrieval from the relevant storage location in line with the Jigsaw Training Group privacy policy.

Jigsaw Training Group will retain records of its students' completion via a Qualifications Register and our Student Management System for a period of 30 years.

In the event that Jigsaw Training Group ceases operation, all student records will be transferred to our regulatory body, the Australian Skills Quality Authority.

## ACCESSING YOUR RECORDS

Access to your training records must meet Commonwealth and State Privacy legislation. To access your training records, please speak to your trainer in the first instance. You are required to put your request in writing. Should you wish to access your records after course completion, you must provide a written request and provide two forms of identification (either sighted original or certified copy).

## PRIVACY POLICY

In accordance with the *Australian Privacy Principles*, Jigsaw Training Group will collect, use, maintain, release and destroy personal information provided by our students in a manner which remains consistent with these principles and retention requirements of its registering body. This includes all personal information, *whether recorded in a material form or not, about an individual whose identity is apparent, or can reasonably be ascertained, from such data.*

The full Privacy Policy is available to the public upon request. Jigsaw Training Group will ensure that the privacy policy is fair, and transparent.

This policy covers how personal information is handled, including:

- How personal information is collected, used and disclosed
- The personal information's accuracy
- How securely personal information is kept and destroyed
- A student's general right to access personal information

Jigsaw Training Group will protect, as much as is reasonably possible, all personal information about an individual whose identity is apparent, or can reasonably be ascertained, from such data.

Jigsaw Training Group will not disclose any student's personal information collected to any other person, body or agency unless: -

- The student has consented to and is aware of the information being passed on;
- The use of the information is required or authorised under law; and
- If Jigsaw Training Group believes on reasonable grounds that use of the information for another purpose other than what it was collected for is necessary to prevent or lessen a serious and imminent threat to the life or health of the individual concerned or another person.

A student is entitled to access their personal information that is stored by Jigsaw Training Group unless they are refused under the provisions of a law of the Commonwealth that provides for such access. Should a student wish to view their personal information and records, they can apply to Jigsaw Training Group for access.

Should Jigsaw Training Group deny this request, the student will be advised in writing the reason why. Jigsaw Training Group will commit to working with a mutually agreed third party to release data if required.

The relevant Australian Privacy Principles (Schedule 1 of the Privacy Act 1988) are observed by Jigsaw Training Group are available from the Office of Australian Information Commissioner and can be viewed at:

<https://www.oaic.gov.au/individuals/privacy-fact-sheets/general/privacy-fact-sheet-17-australian-privacy-principles>

If you require a hard copy of these, please let us know.

## FEEDBACK

### *Student Feedback*

At various times during the course you will be asked to provide feedback via a survey. This provides you with the opportunity to give us feedback regarding your experiences in the course to date. All feedback is reviewed by senior management as a tool for continuous improvement. We may contact you regarding your feedback.

In line with the requirements of our registering body, all students will be forwarded a completion survey.

In line with the requirements of the Queensland Department of Education and Training, all students funded under the Queensland Government are required to undertake a completion survey.

### *Employer Feedback*

Where applicable Jigsaw Training Group will obtain employer feedback about the training provided to a staff member.

Jigsaw Training Group actively records all written and verbal feedback from students and students on their satisfaction with services they have received to improve its services in accordance with industry and student expectations.

## INDUSTRY CONSULTATION

Jigsaw Training Group will engage with industry representatives on a regular basis to obtain feedback regarding the currency and relevance of its training and assessment strategies and practices and trainers/assessors used.

We use this feedback to make improvements and changes to our materials and processes.

## UNIQUE STUDENT IDENTIFIER

All individuals studying nationally recognised training are required to have a Unique Student Identifier (USI) or "Student Identifier".

More information about the USI can be downloaded and viewed at the following website:

<http://usi.gov.au/Students/Pages/default.aspx>

The USI gives students access to an online record of training completed since 01 January 2015.

Students are always advised that, the security and confidentiality of your USI will be strictly maintained by Jigsaw Training Group policies and processes.

Please be aware that Jigsaw Training Group is legally unable to issue any qualifications to students who have not obtained a USI.

## COMPLAINTS AND APPEALS

Jigsaw Training Group prides itself on the delivery of quality education and training services and offers help, support and assistance to all students during and after their learning whilst maintaining the highest levels of integrity, responsibility, flexibility and fairness. Jigsaw Training Group provides an environment where the views of all persons affected by our actions are valued and appreciated.

Jigsaw Training Group regards a complaint as an expression of dissatisfaction about our organisation, our staff, our partners, our contracted service providers, other students, third parties engaged by Jigsaw Training Group or anyone else acting on our behalf. A complaint may be made by a person to whom we deliver services or who is affected by our services.

Jigsaw Training Group will ensure that students are aware of their rights in relation to making a complaint prior to and during their training. The complaint process will be publicly available via the website and in the Student Handbook and be clearly explained in plain English.

Any complaint or notice of appeal received by Jigsaw Training Group will be treated seriously and dealt with fairly, promptly, effectively and privately in accordance with *Standard 6 of the Standards for Registered Training Organisations 2015*. They will follow the principles of natural justice and procedural fairness at all stages of the complaint/appeal process

All complaints received will be monitored and reviewed to prevent their recurrence and to improve Jigsaw Training Group's operations.

Should you require, a full copy of the Policy can be made available upon request to our head office and the process for making a complaint on our website.

### Informal Resolution

In the first instance, the individual who feels they have a grievance should approach the person(s) directly involved to discuss the matter. Or they may seek advice/support informally from other appropriate persons at Jigsaw Training Group. If resolution is possible via the informal process, this should take no longer than two weeks.

The person representing Jigsaw Training Group will be expected to make a record of the issue and discuss with Management of Jigsaw Training Group.

If required, the Compliance Officer will be informed, and any improvement actions identified through the informal resolution process will be placed into the Continuous Improvement Register for review and improving.

## Making a Formal Complaint

Should resolution not be obtained following informal attempts, students will be encouraged to register a formal complaint in writing to Jigsaw Training Group Management, identifying the nature of the complaint and providing any evidence or other documentation relevant to the complaint.

Via the website and Student Handbook, students are advised that formally submitted complaints/appeals must be addressed directly to Management of Jigsaw Training Group and must include the following information:

- Submission date of complaint
- Name of complainant
- Nature of complaint
- Date of the event which led to the complaint
- Attachments (if applicable)

Complaints may be made by letter or email. Jigsaw Training Group will in most cases, communicate with the complainant via email.

## Jigsaw Training Group Responsibilities

Formal complaints received will be acknowledged in writing as received by Jigsaw Training Group within ten days of receiving the complaint. They will be reviewed and actioned by Management of Jigsaw Training Group or a person nominated by management. This person will be independent of the complaint being made.

A review of the complaint will include:

- Verification that all required processes have been followed/undertaken
- Liaison with affected/appropriate staff for feedback
- All persons involved in the complaint are made aware of the issue and are provided with the opportunity to present their case prior to a decision being made
- If appropriate, a meeting with the complainant to discuss their grievance and attempt to seek resolution
- Review of any legislative requirements that may be affected

Jigsaw Training Group will liaise directly with the complainant and will notify them in writing, of the outcome of their complaint, including reasons for the decision, within the 20 days of receiving the written notice. Within this outcome will be information about the right of appeal and information about the complainants right to escalate the issue to Jigsaw Training Group registering body - ASQA.

Where Jigsaw Training Group believes that resolution of the complaint will take longer than 60 calendar days, it will ensure that the complainant is informed of the delay, the reasons why and that they are regularly updated on the progress of the issue.

Any processes/actions undertaken by Jigsaw Training Group will be documented and form the timeline of the complaint and kept in the Jigsaw Training Group Complaints and Appeals Register.

## Outcomes

If at this stage, the complaint has been resolved to the satisfaction of all parties, all documentation related to the complaint and outcome will be kept in the Complaints/Appeals Folder for ready reference.

If an issue/improvement to process/procedure or documentation is identified during the review process, this will be placed on the Jigsaw Training Group Continuous Improvement Register for review by management with appropriate timeframes.

The Complaint/Appeal Folder and Continuous Improvement Register will be reviewed at the bi-monthly Compliance and Administration meeting.

### **Third Party Complaints**

Should a student wish to make a complaint around the actions or conduct of a third party engaged by Jigsaw Training Group to undertake marketing, training or any other duty, they are encouraged to contact Jigsaw Training Group directly in the first instance.

If the complaint is found to be substantiated, the third party will be dealt with as per the contract held with Jigsaw Training Group.

### **Appeals**

Information about the ability to appeal a decision is publicly available via the Jigsaw Training Group website and Student Handbook. It is also included in the letter detailing the outcome of their complaint as well as the complainant right to make a formal complaint via ASQA should they be dissatisfied with the outcome of their complaint and appeal.

Within the complaint notification, the complainant will also be notified of their right of appeal. To appeal a decision, Jigsaw Training Group must receive within 30 days, in writing (email or letter), the reason and grounds for the appeal of the original decision.

If possible, Jigsaw Training Group will review the appeal based on the new information provided by the complainant and review/amend or reconfirm the original decision.

If it is not possible for Jigsaw Training Group to impartially review the appeal, the complainant will be advised that an outside party may be engaged to review the complaint and communicate with the relevant parties to reach a satisfactory outcome. Any costs charged by the outside party will be borne by the complainant unless otherwise agreed with Jigsaw Training Group.

If the student is still not satisfied with the outcome after appeal, they can submit a complaint to ASQA.

### **Appeals against an Assessment Outcome**

Students who wish to dispute an assessment outcome may do so by following the below steps:

- Discuss the result with their trainer/assessor using the assessment and feedback already provided.
- If the student still disagrees with the result provided, they can request that the assessment is re-marked by the trainer.
- If the student disagrees with the new (re-marked) result, they will be required to put in a formal request (in writing) to Management of Jigsaw Training Group who will organise for the assessment to be sent to a suitably qualified external party who will re-mark the assessment. This will form the final result for the assessment in question. In the event of the student appealing against a workplace assessment, a suitably qualified assessor/contractor may be engaged to undertake the re-assessment at the workplace at a mutually agreeable time.

After this, if the student is still dissatisfied, they will need to follow the complaint and appeals process including escalation to ASQA.

### **Principles of Natural Justice and Procedural Fairness**

In dealing with a complaint/appeal, Jigsaw Training Group will ensure that it incorporates the principles of Natural Justice and Procedural Fairness into the review process.

As outlined above, the following will be adhered to:

### **The Hearing Rule**

Any party who may be adversely affected by the complaint is given the opportunity to provide their version of events prior to any final decisions being made. The party will be provided with full, factual detail (as well as documentary evidence which is not bound by legal advice) on the allegations against them in order for them to formulate a response.

### **The Bias Rule**

The person who has the final say in how the complaint is resolved will be completely impartial to both parties. For example, where a student is disputing an assessment decision, the decision maker of the complaint cannot be the person who undertook the assessment.

### **The No Evidence Rule**

Any decision made will be based on logical evidence and consider all considerations, any relevant legislation and responses made by both parties.

Students can also choose to make a complaint via the National Training Complaints Hotline which is accessible on 13 38 73 (Monday to Friday from 8am to 6pm nationally) or via email [atskilling@education.gov.au](mailto:atskilling@education.gov.au).

## **SOCIAL JUSTICE**

Jigsaw Training Group promotes fair and equitable interaction. Under Australian Law we provide an environment where all students and staff have the right to study and work in an environment free from any offensive behaviour in the form of racial vilification, bullying, sexual discrimination, disability discrimination, or other forms of general harassment or discrimination.

All students and staff should feel valued, respected and are treated fairly. Jigsaw Training Group will ensure that all of our staff understand their roles and responsibilities in creating such an environment, via a process of communication, mentoring and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

Harassment of any form will not be tolerated in or outside of working hours. Occurrences of such behaviour must be reported to Jigsaw Training Group management. Jigsaw Training Group will also not accept racial or ethnic harassment of other staff or students of Jigsaw Training Group

### *Discrimination*

Discrimination occurs when a person is treated less favourably on the grounds of a personal characteristic. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religious beliefs, political conviction, gender, history, impairment, age or sexual orientation. Victimisation is also treated as another form of discrimination.

### *Harassment*

Is any unwelcome and uninvited comment or action that results in a person being intimidated, offended, humiliated or embarrassed.

### *Racial Harassment*

Occurs when a person is threatened, abused, insulted or taunted in relation to their race, descent or nationality, colour, language or ethnic origin, or a racial characteristic. It may include derogatory remarks, innuendo and slur, intolerance, mimicry or mockery, displays of material prejudicial to a particular race, racial jokes, allocating least favourable jobs or singling out for unfair treatment.

### *Sexual Harassment*

Is any verbal, physical or sexual conduct that is unwelcome and uninvited. It may include kissing, embracing, patting, pinching, touching, leering or gestures, questions about a person's private or sexual life, requests for sexual favours, smutty jokes, phone calls, emails, facsimiles or messages, offensive noises or displays of sexually graphic or suggestive material.

### *Bullying*

Is unwelcome and offensive behaviour that intimidates, humiliates and/or undermines a person or group. Bullying involves a persistent pattern of behaviour over a period time and may include verbal abuse, physical assault, unjustified criticism, sarcasm, insult, spreading false or malicious rumours about someone, isolating or ignoring a person, putting people under unnecessary pressure with overwork or impossible deadlines, and sabotaging someone's work or their ability to do their job by not providing them with vital information and resources.

## REPORTING DISCRIMINATION AND BULLYING

Jigsaw Training Group recognise the rights of students to complain without adverse effect on assessment and strongly encourages any victims of discrimination, bullying or other forms of harassment to report the incident.

It is illegal and contrary to Jigsaw Training Group policy for any individual to engage either directly or indirectly in retaliatory conduct against a person who files a complaint. Any person who files a complaint and believes that retaliatory actions have been taken against them must speak to management of Jigsaw Training Group immediately.

Jigsaw Training Group reserves the right to terminate the employment of any individual or student from training, who behaving in an unacceptable manner as described.

## HEALTH AND SAFETY

Jigsaw Training Group is committed to providing and maintaining safe and healthy workplaces for all staff, contractors and students who may be affected by our work, with the objective of preventing work related injuries and illness.

Jigsaw Training Group, in line with the Work Health and Safety Act 2011, will demonstrate due diligence and duty of care in the execution of its occupational health and safety obligations, including the provision of:

- A workplace that is safe to work in, with working procedures that are safe to use
- Adequate staff training in topics such as safe work procedures
- Properly maintained facilities and equipment
- A clean and suitably designed workplace

Jigsaw Training Group is committed to maintaining the integrity of its Health and Safety Policy by providing safe and hazard free working conditions, practices and conduct and observing its prevailing legislative obligations.

Employees, contractors and students of Jigsaw Training Group will also be responsible for observing the provisions of this policy whilst in the workplace and they must:

- Take reasonable care for their own health and safety
- Take reasonable care that their actions or omissions do not adversely affect the health and safety of other persons
- Comply, as far as is practically possible, with any reasonable instruction that is given by Jigsaw Training Group to allow them to comply with the Work Health and Safety Act 2011
- Co-operate with any reasonable policy or procedure of Jigsaw Training Group relating to health or safety at the workplace that they have been notified of
- Notify Jigsaw Training Group of any work area, plant, equipment or system of work that they believe is unsafe or conflicts with the intentions of this policy

Jigsaw Training Group Head Office is a smoke free environment.

## RELEVANT LEGISLATION

Jigsaw Training Group complies with the requirements of legislation relevant to its scope of registration. Such legislation includes but is not limited to the following:

- *Vocational Education and Training:*
  - National Vocational Education and Training Regulator Act 2011 – (Commonwealth)
  - Standards for Registered Training Organisations 2015
- *Workplace Health and Safety:*
  - Work Health and Safety Act 2011 – (Commonwealth and State)
- *Equal Opportunity and Workplace Harassment:*
  - Anti-Discrimination Act 1991 – (State)
  - Racial Discrimination Act 1975 – (Commonwealth)
  - Sex Discrimination Act 1984 – (Commonwealth)
  - Disability Discrimination Act 1992 – (Commonwealth)
  - Human Rights and Equal Opportunity Commission Act 1986 – (Commonwealth)
- *Copyright:*
  - Copyright Act 1968 – (Commonwealth)
- *Industrial Relations:*
  - Fair Work Act 2009 – (Commonwealth)
  - Workers Compensation and Rehabilitation Act 2003 – (State)
- *Student Confidentiality:*
  - Privacy Act 1988 – (Commonwealth)

Jigsaw Training Group maintains copies of all current legislation and regulatory requirements relevant to its operations and its scope of registration.

## CESSATION OF BUSINESS

Jigsaw Training Group commits to ensuring all students complete their training in their chosen qualification. If for any unforeseen reason, we cannot deliver upon this commitment to our students, we will provide students with Statements of Attainment for any units already completed and work with our students to obtain alternate training solutions.

We will also comply with any relevant state funding body to meet their obligations to students and the State. In the event that Jigsaw Training Group ceases operations, we will liaise with the Australian Skills Quality Authority (ASQA) regarding the transfer of all student records.

## SIGNIFICANT CHANGES

Jigsaw Training Group will ensure that any changes that affect the training and assessment for our students directly are communicated in a timely manner. This may include changes to the ownership of the organisation, changes to training arrangements or funding.

## ACKNOWLEDGEMENT

Before you complete your enrolment, please be sure that you have read this handbook and understand its contents. If you do not understand anything, please ask us either by calling or emailing us.

By completing the enrolment process, including completing your enrolment form and paying your course fees (in full or part), you are acknowledging that you have read and understood this student handbook.

We wish you well during your time with us at Jigsaw Training Group.

**JIGSAW TRAINING GROUP** | RTO32423 | [www.jigsaw.edu.au](http://www.jigsaw.edu.au)

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