



TRAINING FOR BUSINESS

JKR TRAINING FOR BUSINESS

TRAINEE HANDBOOK

RTO ID 91130
LEGAL ORG ID 364060

Contents

About JKR Training for Business.....	3
Our Services.....	3
Our mission.....	3
Our expectation of you.....	4
Transit Systems.....	4
Trainers and Assessors.....	5
Unique Student Identifier	5
Your safety	5
Your equity	6
Your privacy	6
Fees payable.....	7
Trainee cancellation	7
Training material workbooks and facilities	7
Our Guarantee to Clients	7
Accessing your records	7
Continuous improvement.....	8
Suggesting improvements	8
Trainee satisfaction survey	8
Assessment.....	8
Re-assessment.....	8
Issuing Qualifications and Statements of Attainment.....	9
Trainee support services	9
What support is available?	10
Language, literacy & numeracy skills.....	10
Making complaints & appeals.....	10
What is a complaint?	11

What is an appeal?	11
Early resolution of complaints & appeals	11
Complaint and appeals handling	11
Informing Persons and Responding to Allegations	13
Review by an independent third party	14
Unresolved Complaints and Appeals	14
Withdrawing from a course	15
Recognition of Prior Learning	15
Credit Transfer	15
Credit Transfer Evidence requirements	15
Credit transfer guidelines	16
Legislative and Regulatory Responsibilities	16
Changes to terms and conditions	17
NSW Government Smart and Skilled	17

Introduction

This information booklet is designed to provide you with information about the services provided by JKR Training for Business (JKR Training) and our approach to providing you a safe, fair and supported environment to participate in training and assessment. This handbook does not provide you with specific information about a particular course offered by JKR Training. This information is contained in the Course Brochure which is supplied separately.

About JKR Training for Business

JKR Training is a Registered Training Organisation (RTO) providing high-quality training and assessment to students in Australia.

<https://jkrtraining.com.au>

<https://training.gov.au/Organisation/Details/91130>

JKR Training for Business is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your course and is responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

Our Services

JKR Training provides training and assessment services in support of a number of nationally endorsed training products, although the predominant one

being delivered at Transit Systems is the Certificate III in Driving Operations.

Our mission

JKR Training for Business' mission is to deliver quality training and assessment that meets the needs of you and Transit Systems.

Our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers and assessors. We promote excellent performance through leadership and professional development.
- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence which holds ethical conduct and integrity as the highest priorities.

- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Trainee Focused.** Transit Systems trainers and assessors provide training and assessment that is trainee focused and which supports lifelong learning. We respect our trainees and strive to attract them time after time through high quality training and assessment experiences.
- Industry engagement. We are constantly sharing experiences within Transit Systems, from upper management to the trainees at the ‘coal-face’. This constant engagement ensures the training and assessment delivered meets all requirements of Transit Systems.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others?
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise both Transit Systems and JKR Training publications with respect and with the aim of gaining information relevant to the training.
- Trainees honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect your trainers and assessors, other trainees and JKR Training staff members and their right to privacy and confidentiality.

Our expectation of you

JKR Training and Transit Systems expects you:

- To contribute to learning in a positive manner,
- To observe non-discriminatory behaviour,
- To comply with the rules and regulations of JKR Training and Transit Systems

Transit Systems

JKR Training has been engaged by Transit Systems to facilitate training and assessment, quality assurance of the assessments and issue certificates under an approved 3rd Party Agreement.

Trainers and Assessors

The 3rd Party agreement between JKR Training and Transit Systems provides for Transit Systems to engage suitably qualified internal employees as trainers and assessors. These employees are dedicated professionals who have current industry experience. Their industry experience is continually updated by participating in professional development activities, giving trainees the benefit of the best practical industry experience.

Unique Student Identifier

If you're studying nationally recognised training in Australia, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results for any units or qualifications completed from 2015 should be available in your USI account.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide trainees with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –

available to download [Trainee Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Unless you are an overseas resident studying remotely from Australia, you are required to obtain a USI. Exemption for this requirement can be found at [Click Here](#).

Your safety

JKR Training and Transit Systems are committed to providing you a safe environment in which to participate in training and assessment. The Work Health and Safety Act 2011 outlines our responsibilities to maintain a safe environment.

All training and assessment activities will be carried out within Transit Systems facilities (buildings and buses) so it is vital you follow the Transit Systems WHS requirements. This includes knowing and applying, where necessary, evacuation procedures, hazard identification and reporting procedures, fire safety, safe manual handling, first aid and general housekeeping requirements.

Your equity

JKR Training for Business is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All JKR Training for Business and Transit Systems staff are aware that discrimination and harassment will not be tolerated under any circumstances, and disciplinary action will result should a breach be identified. Suspected criminal behaviour will be reported to police authorities immediately. Trainees should expect fair and friendly behaviour from JKR Training and Transit Systems staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Trainees who feel that they have been discriminated against or harassed should report this information to a staff member of JKR Training for Business that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a trainee wishes to report an instance of discrimination or harassment to an agency external to JKR Training for Business, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

Your privacy

JKR Training and Transit Systems takes the privacy of trainees very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12th March 2014).

JKR Training are required, under the National Vocational Education and Training Regulator Amendment Act 2020, to collect your personal details for the purpose of enrolling you as a trainee.

We are required to keep this information for a period of 30 years.

In some cases, we may be asked to provide this information to relevant government bodies, such as ASQA OR NSW Training Services.

Here's what you need to know:

- You have the right to access information that JKR Training holds about you. Further instructions are provided on how to access records within the section titled "Access to your records".
- If you have concerns about how JKR Training for Business is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.

Fees payable

Transit Systems NSW has agreed to pay all trainee fees on behalf of their employees therefore there is no cost to you for the training.

Trainee cancellation

Transit Systems will notify JKR Training of any trainees who cancel their enrolment. Where possible, you are encouraged to consider alternative options such as requesting a suspension of your enrolment.

Training material workbooks and facilities

All training material is provided free to each trainee by Transit Systems and JKR Training. All training is conducted on Transit Systems facilities and utilising Transit Systems equipment.

Our Guarantee to Clients

If JKR Training cancels or ceases to provide training, JKR Training must issue a full refund to Transit Systems for any services not yet provided. The basis for determining "services not yet provided" is to be based on the units of competency completed by the trainee and which can be issued in a statement of attainment at the time the service is ceased.

Accessing your records

You are entitled to have access to your records. These records include your:

- trainee file,
- learning and assessment record,
- administrative records,

- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by JKR Training for Business, you are welcome to have access anytime: just ask your trainer and it will be organised.

You can access hard copy records and reports from our trainee management system, but only relating to you personally. You can request this access using the Trainee Records Request Form. Access to requested records during a workday will be arranged as soon as possible and definitely within 24 hours. Trainees should note that these records cannot be taken away unless a copy is requested. Where photocopies are requested, JKR Training reserves the right to charge a one-off photocopy fee of \$10.00. There is no cost to simply view records at our office.

If you have lost or misplaced your AQF certificate you may obtain a reissued certificate from JKR Training. To obtain this you must complete the Trainee Records Request Form and return this to the Office Manager. The cost of \$50.00 may apply for each issued AQF certificate. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via express post. A trainee may also nominate another person to collect

the certificate, however these persons must be notified to JKR Training beforehand and the person must provide photo ID to validate their identity.

Continuous improvement

JKR Training is committed to the continuous improvement of our training and assessment services, trainee services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

Suggesting improvements

Improvements to the training and assessment services may be raised via your trainer/assessor, the Training Manager or via a The Continuous Improvement Report template is available on request. Trainees are encouraged to provide feedback to JKR Training so we can improve our services in the future.

Trainee satisfaction survey

At the completion of your training program, you will be issued with a Trainee Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from trainees about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to JKR Training for Business for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

Please note: It is likely you will also receive communication from Training Services NSW. This may take the form of an email, text message or phone call. Training Services have a requirement to ensure you are receiving the services you have been enrolled in, so don't be afraid to respond. This is not a scam!

Assessment

At JKR Training assessment is may be conducted using a combination of Written Knowledge Assessment, Case Studies, Work Logbook, Supervisor Feedback and Workplace Observation.

There is a detailed description of these methods at the beginning of each assessment booklet.

Re-assessment

Trainees who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These trainees are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of JKR Training to provide three opportunities for additional training and re-assessment at no additional cost to the trainee or employer.

It is important you advise your trainer/assessor if you have any specific learning needs that may impact your training and consequently, your assessment. This will allow JKR Training

to adapt resources and assessment tasks to ensure you are not penalised because of this. Trainees requiring additional learning support are to be brought to the attention of JKR Training for Business management so the progress of the trainee can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where trainees repeatedly do not demonstrate competence following significant learning and assessment support, a trainee's enrolment can be determined through mutual agreement.

Issuing Qualifications and Statements of Attainment

JKR Training will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a trainee within 30 calendar days of the trainee being assessed as meeting the requirements of the training product if the training program in which the trainee is enrolled is complete. Please note however that JKR Training is not obliged to issue a certificate to a completed trainee if:

- The trainee has not provided a valid Unique Student Identifier.

Trainees should be aware that a:

- Qualification is the result of a trainee achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is

a formal certification that a trainee has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.

- Statement of Attainment is issued when the trainee has achieved one or more units of competency as a result of completing a course which included units of competency only or where the trainee achieved one or more units of competency as part of an enrolment in a qualification based course but the trainee did not achieve all of the units of competency to receive the full qualification.

Trainee support services

During your enrolment, JKR Training will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your "individual needs". This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure

you take the most of this opportunity and let us know if you need support.

What support is available?

JKR Training will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- English as Second Language Tuition
- Counselling Support
- Disability Access
- Employment Services Referral

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Office Manager. It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course.

JKR Training is committed to our trainee's welfare both during and after hours of study.

Transit Systems have a number of support avenues open to you as an employee and these would have been explained during your employment induction.

Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach JKR Training for Business will:

- Assess your language, literacy and numeracy skills during your enrolment to ensure you have adequate skills to complete the training;
- Negotiate an extension of time to complete training programs if necessary.

Making complaints & appeals

JKR Training is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

- www.jkrtraining.com.au

Once you have completed the required form you are requested to submit this to the Office Manager either in hard copy or electronically via the following contact details:

- PO BOX 3
Oatlands NSW 2539
info@jkrtraining.com.au

If you are having any difficulty accessing the required form or submitting to us, please contact us on 0490 665 215.

What is a complaint?

A complaint is negative feedback about services or staff which has not been resolved locally. A complaint may be received by JKR Training in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by trainees and/or employers.

What is an appeal?

An appeal is an application by a trainee for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to JKR Training for Business within **28 days** of the trainee being informed of the decision or finding.

Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases, you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

Complaint and appeals handling

JKR Training applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the JKR Training for Business website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. The acknowledgement must inform the person that they will receive a written response within 14 days and explain the complaint/appeal handling process and the persons rights and obligations.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within 28 days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by JKR Training including all details of lodgement, response and resolution. JKR Training will maintain a complaints/appeals register to be used to record the details of the complaint/appeal and to maintain a chronological journal of events during the handling process. Records relating to complaints/appeal handling are stored securely to

prevent access to unauthorised personnel.

- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- Each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, JKR Training is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. JKR Training will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.
- The handling of a complaint / appeal is to commence within **seven (7) working days** of the lodgement of the complaint/appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint/appeal, including details of the reasons for the outcome. A written response must be provided to the

person within **fourteen (14) days** of the lodgement of the complaint/appeal.

- Complaints/appeals must be resolved to a final outcome **within sixty (60) days** of the complaint/appeal being initially received. Where JKR Training for Business Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint/appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, JKR Training will attempt to resolve complaints/appeals as soon as possible. A timeframe to resolve a complaint/appeal within thirty (30) days is considered acceptable and in the best interest of JKR Training and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint/appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of two (2) weekly intervals.
- JKR Training shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process.
- Decisions or outcomes of the complaint/appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No JKR Training representative will disclose information to any person without the permission of JKR Training Chief Executive Officer. A decision to release information to third parties can only to be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints/appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

Informing Persons and Responding to Allegations

Where a complaint involves one person making allegations about another person, it is a requirement for JKR Training to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by JKR Training as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

JKR Training also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third-party review of decisions made by JKR Training.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and

expertise of JKR Training to investigate the matter, then in these circumstances JKR Training reserve the right to report these allegations to law enforcement authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

Review by an independent third party

JKR Training provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow JKR Training to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Office Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances, the JKR Training Chief Executive Officer will advise of an appropriate party independent of JKR Training to review the complaint (and its subsequent handling) and provide advice to JKR Training in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within fourteen (14) working days of their review being requested.

Where the JKR Training appoints or engages an appropriate independent

person to review a complaint / appeal, JKR Training will meet the full cost to facilitate the independent review.

Following an independent review, advice received from the independent person is to be accepted by JKR Training as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by JKR Training and the Chief Executive Officer feels that they may be bias or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above.

Unresolved Complaints and Appeals

Where the person making a complaint, or seeking an appeal is not satisfied with the handling of the matter by JKR Training, they have the opportunity for a body that is external to JKR Training to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Trainees who are not satisfied with the process applied by JKR Training may refer their matter to the following external agencies:

- In relation to consumer related issues, you may refer their complaint to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, you may refer their complaint to the **National Training Complaints Service** via the following phone number: 13 38 73 or

visit the website at
<https://www.education.gov.au>

- In relation to matters relating to privacy, you may refer their complaint to the **Office of the Australian Information Commissioner** via the following details: <https://www.oaic.gov.au> or call on 1300 363 992

Withdrawing from a course

Where the trainee is leaving or is terminated, by Transit Systems JKR Training will be issued a statement of attainment to recognise the outcomes they have achieved during their employment with Transit Systems.

Any final AQF certificate to which the trainee is entitled is to be sent via Express Post to the trainee's last known mailing address. This will be noted in the trainee's enrolment record and a photocopy of the certificate retained on the trainee's record.

The trainee's record is to be archived in accordance with the Records Retention and Management Policy.

Recognition of Prior Learning

In accordance with the requirements of the Standards for Registered Training Organisations, JKR Training can provide the opportunity for trainees to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

As the employer, Transit Systems have requested all trainees complete the full training and assessment requirements of

the Certificate III in Driving Operations. The rationale behind this is:

- Each bus company operates in a different manner;
- Metropolitan buses have different operating methods to coaches or other longer distance buses;
- Training and assessment material has been specifically contextualised to reflect the operating standards, policies and procedures of Transit Systems, therefore full training will expose the trainee to the full Transit Systems operations.

Credit Transfer

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a trainee to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

Credit Transfer Evidence requirements

If you are seeking credit transfer you are required to present your statement of attainment, qualification with a record of results or USI Transcript for examination to a JKR Training staff member or your trainer/assessor.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is

yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

Alternatively, you may allow your trainer/assessor sight the original document/s. In turn, they may then take a copy and scribe across the document: "Original sighted" along with their name, signature and the date.

Credit transfer guidelines

The following guidelines are to be followed in relation to credit transfer:

- Any trainee is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Trainees may not apply for credit transfer for units of competence or qualification which are not included in JKR Training's scope of registration.
- Whilst trainees may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the trainee down a more efficient path to competence.
- The trainee does not incur any fees for credit transfer and JKR Training does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial

credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

Legislative and Regulatory Responsibilities

JKR Training is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that JKR Training has recognised it has compliance responsibilities to. They also represent obligations to you as a trainee whilst training with JKR Training.

Be aware that the legislation that applies to JKR Training also applies to Transit Systems and will be evident in their policies, procedures, safe work statements and other workplace processes.

This will include:

- WHS requirements;
- Privacy Laws;
- Anti-Discrimination legislation; and
- The Fair Work Act.

For further information, refer to your workplace supervisor or coordinator.

This legislation is applicable to Registered Training Organisations (RTO) within Australia:

National Vocational Education and Training Regulator Act 2020

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the

registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes
- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

Changes to terms and conditions

JKR Training reserves the right to amend the conditions of the student's enrolment at any time. If amendments are made that effect the student's enrolment the student will be informed 7 days prior to changes taking effect.

NSW Government Smart and Skilled

JKR Training is an approved Smart and Skilled training provider. Training under this program is subsidised by the NSW Government.

Further information on Smart and Skilled training is available on the web site- <http://smartandskilled.nsw.gov.au/home>

You can call their hotline number 1300 772 104 for more information on you rights and options for making a complaint or to provide feedback about the training

funded under the NSW Government Smart and Skilled program.

JKR Training has a Consumer Protection Policy as part of our Policies and Procedures a copy of which can be made available on request.

CONTACT DETAILS

JKR Training for Business

PO Box 3, Oatlands NSW 2117

Email: info@jkrtraining.com.au

Web site: <https://jkrtraining.com.au>

Phone: 0409 665 215