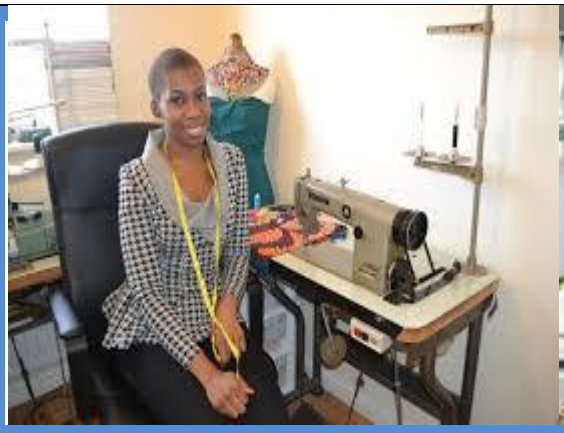

National Joblink
RTO Number 60156

Learner Handbook

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Version Number	Date Update	Details of Updates	Updated by
1.0	26/11/2024	Learner Handbook updated replacing existing Handbook	Christian Wolff
1.1	13/06/2025	Updated Learner Handbook with 2025 Standards for RTOs Added clarification on how NJL issues Qualifications and SOA.	Helen Mathews
1.2	30/6/2025	Add more detailed information for Cultural and Linguistic diversity support and inclusive learning and reasonable adjustment	Helen Mathews

DISCLAIMER

This Learner Handbook has been developed to inform current and potential learners studying with National Joblink (NJL) of the relevant services provided and the rights and responsibilities of all parties involved in the training and learning journey.

Although the information presented in this resource is correct at the time of printing, changes to legislation and/or NJL policies may impact on the currency of information included. NJL reserves the right to vary and update information without notice.

Students are advised to seek any changed information and/or updates by contacting NJL staff. Therefore, NJL deny all liability for any errors, or for any loss or other consequences resulting from any individual relying on or acting upon any information in this Learner Handbook

Welcome

Welcome to National Joblink (NJL) and thank you for choosing us to be part of your learning journey. We are committed to supporting you every step of the way as you build your skills, confidence, and career opportunities.

National Joblink is a Registered Training Organisation (RTO Number 60156) with a long and proud history of delivering high-quality, inclusive training programs. As a not-for-profit organisation, our focus is on creating positive outcomes for individuals and communities rather than generating profit. We reinvest our resources into developing programs and services that support meaningful education, employment pathways, and personal development.

We provide a broad range of training and assessment services across Queensland, the Northern Territory, and Tasmania, working closely with industry, community organisations, and employers to ensure our programs are practical, relevant, and aligned with workforce needs. Our training is designed to be supportive, flexible, and inclusive, helping learners from diverse backgrounds gain the skills and confidence they need to achieve their goals.

At National Joblink, we are passionate about creating safe, supportive learning environments where every learner feels valued, respected, and empowered to succeed.

We offer:

- Nationally recognised qualifications and skill sets across a range of industries
- Experienced and qualified trainers and assessors
- Flexible training options delivered in the workplace or in a training environment
- Vocational training to help jobseekers build employment skills
- Personalised one-on-one support

This handbook contains important information about:

- What you can expect from National Joblink
- Your responsibilities as a learner enrolled into our training program
- The support services available to help you succeed
- Key policies, procedures and contact details

We encourage you to read this handbook carefully and refer to it throughout your course. You can also find our handbook on our website www.njl.org.au/training

How to Contact Us

If you have any questions or need assistance during your training, you can contact us through the details below:

- **Head Office Address:** Suite 17, Level 1 97a York St, Launceston TAS 7250
- **Training Delivery Locations:** 46 – 50 Spence Street, Cairns Qld 4870
- **Phone:** 07 4041 5607
- **Email:** training@njl.org.au
- **Website:** www.njl.org.au/training

Office hours are Monday to Friday from 8.30am to 5pm.

National Joblink is approved by the Australian Skills Quality Authority (ASQA) to deliver nationally recognised training. The qualifications and training products we offer are listed on our official scope of registration.

Our current training products include:

BSB30120	Certificate III in Business
SIT10222	Certificate I in Hospitality
SIT20125	Certificate II in Tourism
SIT20322	Certificate II in Hospitality

Our short courses include:

Food Safety

SITXFSA005	Use hygienic practices for food safety

Barista

SITXFSA005	Use hygienic practices for food safety
SITHFAB025	Prepare and serve espresso coffee

RSA

SITHFAB021	Provide responsible service of alcohol

RSG

SITHGAM022	Provide responsible gambling service

Digital skills

FSKDIG002	Use digital technology for routine and simple workplace tasks

Hospitality Skills

SITXFSA005	Use hygienic practices for food safety
SITHFAB024	Prepare and serve non-alcoholic beverages
SITXCCS011	Interact with customers

To view our complete list of approved training products, visit our profile on training.gov.au: National Training Register - 60156 Northern Joblink Limited

We may update our course offerings over time. You will always be provided with up-to-date information before you enrol in any course.

Getting Started

This section explains what happens before you enrol and what information and documents, you'll need to begin your training with National Joblink.

RTO and Course information

Before you enrol, National Joblink will provide you with key information to help you make an informed decision.

This includes:

- An outline of the course you're considering
- How the course will be delivered
- What support is available to you
- Any fees, payment options, or refund conditions
- What's expected of you as a student

You will receive this information through materials such as:

- This Learner Handbook
- Course Factsheet
- A conversation or written communication with a member of our team

Advice and suitability

Before you enrol, National Joblink will review your existing skills and experience to help determine whether the course is suitable for you.

As part of this process:

- We'll review your Language, Literacy and Numeracy (LLN)
- Your digital literacy (technology-related skills) will also be reviewed
- We'll discuss your goals, background and experience
- Based on this, we'll provide advice about whether this course is the right fit for you

If it turns out that the course isn't suitable, we'll talk to you about other training options or available support.

Enrolment requirements

To finalise your enrolment, you will need to:

- Complete an **enrolment form**
- Provide a **Unique Student Identifier (USI)**
    - If you don't have a USI, we can help you create one at **[www.usi.gov.au]**
- Supply personal information such as:
    - Your full name, date of birth and contact details
    - Emergency contact information
    - Language spoken at home and English proficiency
    - Country of birth and cultural background
    - Whether you identify as Aboriginal or Torres Strait Islander
    - Disability status and any support needs
    - Your employment status and reason for study
    - Your highest level of prior education

This information is collected to meet national reporting requirements set out in the AVETMISS (Australian VET data standards) and is handled in line with our privacy policy.

Unique Student Identifier

If you are undertaking any nationally recognised training delivered by a registered Training Organisation you will need a Unique Student Identifier Number. It is free, quick and easy to create your own US. Simply go to this website: https://www.usi.gov.au/student/create-usi

If you do not already have a USI (Unique Student Identifier) NJL can assist you in applying for one.

When applying for a job or enrolling in further study, you will often need to provide your training records and results. The USI will allow you to have easy access to your training records and results throughout your life in one easy to access location. You can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

Your USI account number will be made up of ten numbers and letters. It will look something like this: 3AW88YH9U5. It must be kept in a secure and private place.

A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2021 will be available in your USI account in 2022.

To assist you in applying for a USI we are required to collect certain personal details including date of birth, city or town of birth, country of birth, contact details and sight one form of identification (e.g. Drivers Licence, Medicare Card, Passport etc.)

In line with the section 11 of the Student Identifiers Act 2014 NJL will securely destroy any personal information collected solely for the purpose of creating/verifying a USI as soon as possible after the application is complete.

You will be required to read the below USI Privacy Notice which will outline how your personal information will be used, collected, and disclosed in accordance with the student identifiers act 2014 (Cth) and the Privacy act of 1988 (Cth).

By signing the NJL Enrolment form you are agreeing to this privacy statement.

Unique Student Identifier Privacy Notice

If you do not already have a Unique Student Identifier (USI) and you require NJL to apply for one on your behalf NJL will need to collect and provide the Student Identifier Registrar with the following items of personal information about you:

- Name
- Date of birth
- City or town of birth
- Country of birth
- Contact details

You will also be required to complete and sign a USI Application Declaration and Consent form to give NJL authority to apply on your behalf.

When we apply for a USI on your behalf the Registrar will verify your identity. The Registrar will do so through the Document Verification Service (DVS) managed by the Attorney – General's Department. To do this NJL will need to collect other identifying information from one of the following documents: drivers' licence, Medicare Card, Birth Certificate, Australian Passport, Citizenship Documents, Immi Card, or Australian Entry Visa.

If you do not have a document suitable for the DVS, we may be able to verify your identity by other means if we are authorised to do so by the registrar.

NJL will safely destroy all information collected for the sole purpose of creating /verifying the USI as soon as practical once the application is complete (Section 11 of the Student Identifiers Act 2014) unless we are required by any law to keep it.

If NJL applies for a USI on your behalf, you agree and understand that the personal information provided:

1. **Is collected by the Student Identifiers Registrar for the purposes of:**
    a. applying for, verifying and giving a USI
    b. sorting out problems with a USI; and
    c. creating authenticated vocational education and training (VET) transcripts (certificates)
2. **May be given to:**
    a. Commonwealth and State/Territory government departments and agencies and statutory bodies performing functions relating to VET for:
        - the purposes of administering and auditing Vocational Education and Training (VET), VET providers and VET programs
        - education related policy and research purposes; and
        - to assist in determining eligibility for training subsidies
    b. VET Regulators to enable them to perform their VET regulatory functions
    c. VET Admission Bodies for the purposes of administering VET and VET programs

d. Current and former Registered Training Organisations to enable them to deliver VET courses to the individual, meet their reporting obligations under the 2025 Standards for RTOs and government contracts and assist in determining eligibility for training subsidies.
e. Schools for the purposes of delivering VET courses to the individual and reporting on these courses.
f. The National Centre for Vocational Education Research for the purpose of creating authenticated VET transcripts, resolving problems with USIs and for the collection, preparation and auditing of national VET statistics.
g. Researchers for education and training related research purposes.
h. Any other person or agency that may be authorised or required by law to access the information.
i. Any entity contractually engaged by the Student Identifiers Registrar to assist in the performance of his or her functions in the administration of the USI system; and

3. **Will not otherwise be disclosed without your consent unless authorised or required by or under law.**

USI Privacy and Complaints

You can find further information on how the registrar collects, uses and discloses the personal information about you in the Registrar's Privacy Policy on www.usi.gov.au/pages/privacy-policy.aspx. or by contacting the Office of the Student Identifiers Registrar on 13 38 73.

Further information on how to access personal information, correct personal information or complain about a breach of privacy can also be found in the Student Identifiers Register's Privacy Policy.

You may also make a complaint to the Information Commissioner about any breach of the Privacy Act, which includes the following:

- Misuse or interference of or unauthorised collection, use, access, modification, or disclosure of USIs; and
- A failure by NJL to destroy personal information collected by you only for the purpose of applying for a USI on your behalf.

You may contact the Privacy Officer at:

Mail: GPO Box 9880
Canberra ACT 2601

Phone: 1300 857 356

All requests and complaints will be treated confidentially.

NJL's Responsibilities

NJL takes the management and security of personal information seriously. All stages of the USI data transaction process adhere to strict data management protocols.

An Individual's Responsibilities

By signing the NJL Enrolment Form you are agreeing to this Privacy Statement.

Learner enrolments and support

Entry Requirements

Please refer to National Joblink's Course Fact Sheet for information about entry requirements for your chosen course. This includes any prerequisites, skills, or other requirements needed. If you need help understanding the requirements, our team is available to assist.

Pre-Course interview

Your trainer will conduct a pre-course interview with you to discuss the training program and assess your suitability for the program, current skills, qualifications, and special needs.

Language, Literacy and Numeracy Test (LLN)

You will be asked to complete an LLN indicator test prior to enrolment. This will help us identify any additional support that may be required, and the most appropriate learning and assessment strategies for you. Where you have been identified with potential support needs, your trainer will discuss options available. These may include:

- Additional one on one support from the trainer
- The support of a classroom mentor
- Where LLN skills are beyond NJL's ability to assist within the parameters of the training program we will liaise with you for referral to appropriate programs within the local area or refer you directly to appropriate support agencies. Any additional costs incurred will be the responsibility of the learner to negotiate.
- If you require help with literacy and numeracy and live in larger regional centres you can access information about the nearest LLN provider by calling The Reading Writing Hotline on 1300 655 506 or refer to their website at http://www.readingwritinghotline.edu.au/

Procedure for Client Support

NJL is at all times concerned with the welfare of our learners. Should you require any specialised support our training staff will assist you as appropriate and/or, with your consent, liaise with your case managers with recommendations for referrals to specialised support services. If you do require extra support, please let our trainers know - they will be eager to assist you. You may also contact the RTO Coordinator on 07 4041 5607.

Counselling/Personal Support

If you require counselling or personal support and do not wish to go through your referring case manager, please contact one of the below organisations.

- Lifeline – 13 11 14 or https://www.lifeline.org.au/
- Beyond Blue – 1300 224 636 or www.beyondblue.org.au
- Headspace – www.headspace.org.au
- 1800Respect – 1800 737 732
- Wuchopperen Health Services – 07 4080 1000 or www.wuchopperen.org.au

Study Support and Study Skills Programs

NJL trainers are fully equipped to provide study support between the hours of 8:30am to 5:00pm Monday to Friday. Should you require additional support or a referral to a study skills program NJL will make a recommendation to you.

Any additional costs incurred will need to be negotiated with the referring agency and/or the learner.

Each leaner will have different support requirements. NJL will endeavour to ensure that no learner is disadvantaged by restrictions placed on the location or context of the assessment beyond the requirements of the training package. Below is a summary of the support NJL will be able to offer to learners with special needs:

How to Access Study Support

You can contact your trainer or assessor:

- During scheduled class or workshop sessions

You can also contact National Joblink's Compliance Officer for additional learning support at training@njl.org.au or 07 4041 5607.

We aim to respond to all support requests as soon as possible, and no later than 2 business days.

Disability and Access Support

If you have a disability, health condition, injury or other need that may affect your ability to access or participate in training or assessment, National Joblink encourages you to speak with us as early as possible.

We are committed to creating an inclusive and supportive learning environment and can work with you to identify **reasonable adjustments** that may help you succeed. This might include adjustments to learning materials, assessment methods, schedules or the physical environment.

You are not required to disclose a disability or condition—but doing so helps us plan support and access arrangements from the beginning of your training.

To talk about access or adjustment needs:

- Contact our Training Team via training@njl.org.au or 07 404 5607.
- Ask your trainer to refer you to the appropriate staff member

More detailed information on how we manage disability disclosure, reasonable adjustments, and access planning is available in **Section 4: Access and Inclusion** of this handbook.

Cultural and Linguistic Diversity Support

National Joblink welcomes learners from culturally and linguistically diverse (CALD) backgrounds. We understand that adjusting to new learning environments or systems especially in a second language—can sometimes be challenging.

If English is not your first language or you come from a culturally diverse background, we can support you with:

- Help understanding training expectations and procedures
- Support in navigating assessment instructions or policies
- Additional explanation or language assistance when needed
- Referrals to language or community services if appropriate

You don't need to struggle alone. If something isn't clear, please let us know. You can speak to your trainer or contact the NJL Training Team at training@njl.org.au or 07 4041 5607.

We are committed to fostering a respectful and inclusive space where all cultures, languages and traditions are valued.

First Nations Student Support

National Joblink acknowledges the Traditional Owners of the lands on which we live, work, and deliver training. We pay our respects to Elders past and present and honour the ongoing cultural and spiritual connection that Aboriginal and Torres Strait Islander peoples have to Country, culture, and community.

We are committed to providing a culturally safe, inclusive, and respectful learning environment for Aboriginal and Torres Strait Islander students.

Support for First Nations Students

If you identify as an Aboriginal or Torres Strait Islander student, you are encouraged (but not required) to let us know during enrolment or at any time during your training. This allows us to offer support that respects your cultural identity, values and goals.

Support may include:

- Access to a **First Nations Liaison Officer** or culturally safe staff member
- One-on-one support, mentoring or regular check-ins
- Flexibility in learning or attendance where cultural obligations arise
- Referral to trusted local Aboriginal and Torres Strait Islander services, such as:
    - **Aboriginal Community-Controlled Health Services (ACCHSs)**
    - **Community Elders or support networks**, where appropriate and with your consent
    - **Indigenous student centres at local education or training providers**

If dedicated in-house support staff are not available, National Joblink may work in partnership with local community organisations to connect you with culturally appropriate services and advice.

Our Commitment to Cultural Safety

We aim to:

- Ensure your learning experience reflects respect, inclusion and understanding
- Value your lived experience, cultural strengths and knowledge
- Provide a culturally responsive learning environment
- Continuously improve based on feedback from First Nations students and communities

To discuss your support needs, contact our Training Team at training@njl.org.au or 07 4041 5607, or speak to your trainer in confidence.

You are welcome here, your culture, your story, and your success matter. We value the unique experiences, knowledge, and perspectives that each person brings, and we are committed to creating a safe, respectful, and inclusive environment where everyone feels supported and empowered.

We recognise that your background and life journey are important parts of who you are, and we celebrate diversity as a strength. Our goal is to support you to achieve your learning and career goals while ensuring you feel respected, heard, and valued throughout your journey.

Other types of assistance NJL will be able to offer:

Any LLN difficulty:

- LLN will be modelled as part of the training
- Provide Individual LLN support sessions within the scope of the course
- Proved reasonable adjustment where appropriate to do so
- Make referrals to LLN support providers

Speaking Difficulties

- Learners may bring family or friends or a support person to help explain and interpret terminology or more complex issues.

Listening difficulties

- Provision of seating closer to the trainer
- Learners may bring a support person to "sign" the content
- Ensure course material are presented in clear English

Reading difficulties

- Provision of seating closer to the screen
- Ensure all course materials are written in clear English
- The trainer may read written material to the learner on a one-on-one basis
- Increase the use of graphics or signs in course matrials.
- Provide when required large font course training materials

Witten Difficulties

- Trainer may use alternative assessment methods (e.g. oral questioning)
- Record training sessions

Urgent or Escalated Help

Sometimes situations arise that need urgent attention—whether it's a personal crisis, a safety issue, or a problem affecting your ability to continue training.

National Joblink is committed to supporting you quickly and appropriately when urgent help is needed. Please don't wait—reach out as soon as something feels serious or unsafe.

When to Seek Urgent Help

You should contact us immediately if:

- You are experiencing a crisis affecting your wellbeing or safety
- You feel unsafe or are concerned about the safety of another student
- You are experiencing harassment, discrimination, or serious distress
- You are unable to continue your training and need urgent support

How to Get Help

You can contact us directly via:

- Training Team – training@njl.org.au or 07 4041 5607**]**
- Visit us in person at 46 – 50 Spence Street, Cairns during business hours
- Speak to your trainer or another staff member, who can escalate the issue

We will treat your situation with urgency, respect, and confidentiality. Our goal is to help you get the support you need—either through our internal team or by connecting you to external services.

External Emergency Contacts

If you are in immediate danger or require emergency assistance, call:

- **000** – for Police, Fire or Ambulance (life-threatening emergencies)
- **Lifeline** – 13 11 14 (24/7 crisis support)
- **Beyond Blue** – 1300 22 4636 (mental health support)

If you're not sure who to talk to, **start with us**. We will help guide you to the right support.

Inclusive Learning and Reasonable adjustment

National Joblink is committed to inclusive education and ensuring all learners have equal opportunity to access and participate in training and assessment.
If you have a disability, injury, health condition, or other need that may affect your learning or assessment, you may be eligible for a **reasonable adjustment** to support your success.

This commitment is guided by the:

- **Disability Discrimination Act 1992**
- **Disability Standards for Education 2005**

These laws protect your right to access education without discrimination and require education providers, including RTOs, to take reasonable steps to support your learning needs.

What is a Reasonable Adjustment

A reasonable adjustment is a change to the way training or assessment is delivered that helps remove barriers to learning and participation. It does not alter the core requirements of your course, but it may change how you access content or demonstrate your knowledge.

Examples of reasonable adjustments include:

- Extra time for assessments
- Assistive technologies or accessible formats
- Modified physical environment or resources
- Supportive communication methods

Adjustments are considered on a case-by-case basis and must be reasonable in the context of the course and assessment requirements.

How to Request an Adjustment

If you think you may need an adjustment, please contact:

Training Team
Phone: 07 4041 5607
Email: training@njl.org.au

You can also raise your needs during enrolment or speak directly with your trainer at any time.

We recommend getting in touch early so we can work with you to plan ahead and ensure everything is in place before training begins.

Disability Disclosure (Optional)

You are not required to disclose a disability or condition—but if you choose to do so, it allows us to plan support that best suits your needs. You can disclose at enrolment or later, and you are welcome to involve a support person if you wish.
You may be asked to provide documentation (such as a doctor's letter or support plan) to help us tailor your support.

All information is treated with respect and confidentiality.

What Happens After Disclosure

Once you disclose a support need:

1. We'll meet with you to understand your goals and needs
2. We'll explore potential adjustments, based on your course and available options
3. We may ask for supporting documents (only if needed to inform support)
4. Together, we'll agree on what adjustments will be made
5. Your adjustment plan will be documented, reviewed and updated as needed

When Adjustments Are Not Possible

In rare cases, an adjustment may not be possible—for example, if it:

- Would create safety risks
- Would alter core competency or licensing outcomes
- Would be unreasonable or unfeasible in the training context

If this occurs, we will:

- Clearly explain the reasons
- Explore alternative support options with you
- Respect your decision about how you'd like to proceed

Confidentiality and Support

Any information you provide is kept strictly confidential and only shared with staff who need to know for the purpose of arranging support.

We are committed to supporting your access to training in a respectful, lawful and culturally safe way. If you have any questions about your rights, or if you'd like to discuss your needs, please contact your trainer.

Flexible scheduling of training and assessment

Should you be unable to attend training for a valid reason you can liaise with our trainers to set up an alternative time catch up on missed training hours or assessments.

Should you be unable to catch up during the allocated course period, this will incur additional costs which will need to be negotiated with the referring agency and/or the learner.

Study Materials and Personal Protective Equipment

Study material for this course is included in the course fee.

PPE required for this course will need to be provided by either you (if self-referred) or will be negotiated with the referring agency. All details are outlined in the Course fact Sheet.

Learner records

NJL uses the VETtrak database to store learner records and to meet government reporting requirements. NJL complies with current Privacy Legislation and information recorded will only be used for the purpose of recording data and results. You can access your own records through your trainer. You will need to send your request in writing to your trainer in via email.

Changes to enrolment

NJL needs to keep all learner records up to date. Should you cancel a course, change your name, address, or other information during the period of your training; please contact our office on 07 4041 5607 or your trainer on the phone number or email address provided at enrolment.

Your training journey

Training Delivery Modes

Training at National Joblink may be delivered in different ways depending on the course you're enrolled in. Common delivery modes include:

- **Face-to-face** classroom-based learning
- **Online** or blended learning
- **Self-paced** or flexible study options
- **Workplace-based** or on-the-job training

Your course outline will explain which delivery mode applies to you and what you can expect each week.

Structured Learning Approach

Your training is designed with a structured approach to help you build skills and knowledge over time. This means:

- Training is sequenced logically from foundational to more advanced content
- You'll have time to **practice**, **get feedback**, and **demonstrate your skills** before being assessed
- Trainers will guide your learning and provide access to materials and support at each stage

The learning structure may include formal lessons, independent study, simulated tasks, and group activities. If you're unsure how your course is structured, your trainer will go over this with you at the beginning of your training.

Learner Participation

Attendance

Learners are required to be punctual whether they are engaged in work-based learning or attending training on NJL premises. Delays in attendance and the completion of training and assessment activities may cause delays to completing training for yourself and others.

Learner absences

If you expect to be absent from a training session, you are required to advise your trainer. Learners who miss training sessions are expected to follow up on any training missed.

Learning resources, facilities and equipment

To successfully complete your course, you need access to the right tools, technology, and spaces for learning. National Joblink is responsible for making sure that all learners, whether training is delivered in a classroom, online, in a workplace, or through a third party, have access to:

- Safe and suitable learning environments
- Sufficient facilities and industry-relevant equipment
- The technology and tools needed for training and assessment
- Accessible online learning systems (if studying online or in a blended model)

We ensure that:

- All training environments meet **health, safety and accessibility standards**
- Any facilities or equipment provided by **third parties** (e.g. employer sites, partner organisations) are evaluated to ensure they are appropriate for your training
- There are procedures in place to assess ongoing suitability and safety of facilities and resources

Equipment or Facility Issues

If you notice:

- Faulty, broken or unsafe equipment
- A lack of necessary tools or resources
- Issues with access to learning systems or facilities
  please report it immediately to your trainer. Your feedback helps us keep the learning environment safe and effective for everyone.

Resource and Equipment Costs

Before you enrol, National Joblink will inform you ***if*** there are **any additional costs** associated with your course—such as fees for textbooks, tools, uniforms, software, or other equipment.

These costs may vary depending on the course and the delivery method. If additional items are required:

- You will be provided with an **indicative list of costs**
- Any **essential equipment or resources** you are expected to purchase will be clearly explained to you
- In some cases, items may be supplied by National Joblink or available for loan

We are committed to making sure you have the information you need to plan ahead and avoid unexpected expenses. If you're unsure about what's included in your course fees, please ask before enrolling.

Assessment and progress

Assessment Types and Expectations

Assessment is how you demonstrate that you're competent in each unit of your course.

Types of assessment may include:

- Written questions or tasks
- Projects or case studies
- Workplace observations or simulated workplace demonstrations
- Portfolios or journals

Each assessment will be clearly explained to you, including what you need to do, when it's due, and how you will be marked. You will be assessed as **Competent** or **Not Competent** based on the performance criteria outlined in the unit.

If you're unsure about what's expected, please ask your trainer—they are here to help.

Feedback and Reassessment

After each assessment, you'll receive feedback on your performance. If you're assessed as **Not Yet Competent**, you'll have the opportunity to:

- Receive guidance on areas for improvement
- Be reassessed at a later date (conditions apply)
- Discuss your next steps with your trainer

National Joblink encourages open discussion about feedback. If you disagree with your result, you may request a review or appeal (see the section on Feedback and Complaints).

Progress Monitoring

Your progress will be monitored throughout your course to help you stay on track. This includes:

- Trainer check-ins
- Assessment outcomes
- Attendance
- Online participation

If you're falling behind, we'll work with you to create a support plan. Early intervention is key, so please reach out if you're struggling.

Reasonable Adjustment to Assessment

If you have a disability or support need, **reasonable adjustments** may be made to assessment processes to ensure equal opportunity.

This might include:

- Alternative formats
- Extra time
- Modified assessment methods (where valid)

For more information, see the **Inclusive Learning and Reasonable Adjustment** section earlier in this handbook.

Resubmission of assessment

Learners who are assessed as 'N*ot Competent* (NC) are provided with detailed feedback to assist them to identify the gaps in their knowledge and/or skills to be addressed through further training.

It is the policy of National Joblink to provide three opportunities for additional training and reassessment at no additional cost to the Learner. Learners who require additional training and re-assessment after they have exhausted their three opportunities may be required to re-enrol in the unit and cover any additional fees.

If you receive a request for resubmission, you need to complete and hand in the assessment task by the nominated date. Failure to complete and hand in the assessment task by the due date will result in a NC (Not Competent) result in the unit.

It may then be necessary to re-enrol in the unit (on a fee for service basis) to complete the unit at an appropriate time – subject to availability.

Assessment principles and Rules of Evidence

All assessments conducted by NJL will be conducted adhering to the principles of assessment (Fairness, Flexibility, Validity, and Reliability) and Rules of Evidence (Validity, Sufficiency, Authenticity and Curency).

Assessment records

The results of your assessment are stored in our Student Management System VETtrak, which is a secure database of your personal and training data.

Recognition and Credit

Recognition of Prior Leaning (RPL)

If you've gained relevant skills or knowledge through work, volunteering, life experience or formal/informal training, you may be eligible to have that learning recognised through **Recognition of Prior Learning (RPL)**.

RPL is an assessment-only pathway that allows you to demonstrate your competency **without having to complete the standard training and assessment** for those units. It's a great way to gain credit for what you already know and can do.

What Can Be Recognised?

You may be able to gain RPL for:

- Skills gained through past employment or work experience
- Informal learning (e.g. self-directed study, community work)
- Previous formal training that is not eligible for credit transfer
- Skills developed through volunteering, caregiving, or life experience

RPL is not a shortcut— you must provide valid, sufficient and current evidence to show that you meet the requirements of the unit(s) of competency.

How the RPL Process Works

1. You'll first have a conversation with an assessor or RPL advisor to discuss your goals and experience
2. If suitable, you'll complete an **RPL application form** and supply evidence
3. You may be asked to participate in
    - Interviews
    - Skills demonstrations
    - Third-party reports (e.g. from employers)
4. Your assessor will review all evidence against national competency standards
5. You'll receive a written outcome outlining any units granted and any gaps identified

RPL can be granted for **one or more units**, or even contribute toward a full qualification.

What Kind of Evidence Might I Need?

Evidence must show:

- What you've done
- How recently you've done it
- That your skills meet current industry standards

This might include:

- Work samples
- Position descriptions
- Performance appraisals
- References or third-party reports
- Certificates or prior learning not eligible for Credit Transfer
- Photos, videos, or other records of relevant work

Your assessor will guide you in selecting suitable evidence.

How to Apply

If you're interested in pursuing RPL:

- Contact your trainer or Student Services
- You'll be supported to determine whether RPL is right for you
- You may request an RPL Information Pack or book an RPL eligibility interview

We're here to help you get credit for what you already know and move forward with confidence.

Credit Transfer

If you have already completed one or more nationally recognised units of competency through another Registered Training Organisation (RTO), you may be eligible for Credit Transfer.

Credit Transfer allows you to have those completed units recognised within your current course, so you don't need to repeat the same learning or assessments. This helps you progress efficiently while ensuring your prior achievements are respected.

How Credit Transfer Works

- Credit Transfer is available for any **equivalent units of competency** in your course
- There is **no cost** to apply for Credit Transfer
- You are **not required to complete further assessment** for the credited units
- Credit Transfer is intended to contribute toward your overall qualification—not replace it in full

Important: If all your training was completed at other RTOs through Credit Transfer or Recognition of Prior Learning (RPL), National Joblink will not issue a qualification or Statement of Attainment based solely on that prior training. You must undertake some training or assessment with us to be awarded a certificate.

What Evidence Do I Need?

To apply for Credit Transfer, you must provide:

- A copy of an official **Statement of Attainment** or **Testamur** issued by another RTO, **or**
- Give National Joblink permission to access your **USI Transcript** through the USI system. Students and their VET transcripts - Unique Student Identifier

All submitted evidence **must be verified**. This is a national compliance requirement. **National Joblink** will verify your records by:

- Accessing your **USI Transcript** with your authorisation, or
- Contacting the issuing RTO directly to confirm authenticity

How to Apply

1. Talk to your trainer or enrolment officer
2. Complete a **Credit Transfer Application Form**
3. Submit it along with your certified documents or USI access consent

You will receive written confirmation of any credits granted and how they affect your training plan.

Need Help?

For more information or to apply for Credit Transfer, contact:

NJL Training Team
Phone: 07 4041 5607
Email: training@njl.org.au

Certification and Statements of Attainment

Issue of Certification

National Joblink will issue an AQF Certificate or Statement of Attainment to learners who have fulfilled the requirements of the nationally accredited training program for which they are enrolled.

The certificate is a nationally recognised document with a unique identifying number. It is accompanied by a record of results, listing all units of competency successfully achieved.

National Joblink issues your certification documentation within 30 calendar days of course completion and providing all agreed fees the learner owes to the RTO have been paid.

The certificate will be issued to the learner via the email address provided as part of the learners enrolment, and the learner will be given the option to receive the certificate and record of results as a hardcopy with confirmation of a current postal address.

Once you receive your qualification you are advised to save or store it in a safe place.

Issue of statements of attainment

A Statement of Attainment is issued to a learner who partially completes a qualification or a unit of competency as part of our short courses.

The Statement of Attainment will list the units of competencies successfully achieved.

National Joblink issues the statement of attainment documentation to a learner within 30 calendar days of course completion/withdrawal, providing all agreed fees the learner owes to the RTO have been paid.

The Statement of Attainment will be issued to you via your email address and if you do require a hardcopy posted, please notify National Joblink.

Your Statement of Attainment is a valuable document which should be saved or stored safety for any future time when you may be asked to provide a certified copy.

Replacement qualifications or statements of attainment

A replacement Certificate or Statement of Attainment is available on request, please refer to schedule of fees.

Learners requesting a replacement certificate/SOA will be required to complete a Certificate/SOA replacement application and provide sufficient supporting identification (drivers licence, 18plus card)

Learner Fees and Refunds

Fees payable – Fee for Service Training

Fees are payable when a learner has enrolled into a course. The initial payment must be paid prior to commencing training or within 10 days of receiving an invoice from NJL.

National Joblink may discontinue training if fees are not paid as required. For a full list of current fees and charges please request a copy of NJL's Fees, Charges and Refund Policy.

Details of fees are supplied in the course Fact Sheets for each course and are discussed prior to enrolment. Please consult with the course adviser for further information.

Statutory cooling off period

Potential learners who are considering enrolment into our qualification training programs have the right to a statutory cooling off period. A statutory cooling off period (which is 10 days) is a period provided to a consumer to allow them to withdraw from a consumer agreement. For learners who enrol into our short courses, will not have the cooling off period due to the duration of the short course.

Refunds

Learners will receive a full refund of fees paid, and there will be no administration charge if the course is cancelled by National Joblink.

Learners, who give notice to cancel their enrolment at least 10 business days prior to the commencement of a program, will be entitled to a full refund of fees paid.

For individual fee payment arrangements cancelled after 10 days, involving an enrolment fee followed by several monthly payments, a full refund of the enrolment fee and resources fee (less an administration fee of $100) will apply if learners withdraw before the first training session takes place and resource materials are returned unopened.

For fee payment arrangements involving an enrolment fee followed by several monthly payments, refunds do not apply if a learner withdraws for any reason after training has commenced. Learners are strongly advised to consider their work and/or personal commitments before enrolling to avoid this situation occurring.

Course completion guarantee

Once the learner has commenced study in their chosen course, National Joblink will guarantee to complete the training and/or assessment within the estimated course duration and will further negotiate the timing for completion of the course if a learner is unable to complete the course due to illness or legitimate extenuating circumstances.

Funded Training

National Joblink abides by various state and Commonwealth Government contractual requirements and will inform learners of any conditions surrounding funded training.

For example, learners may not be able to access further funded training after the completion of their first funded training option. National Joblink adheres to government policy on training subsidy fee co-contribution by learners including those who are entitled to a concession when accessing government training subsidies.

Feedback, Complaints and Appeals

Feedback, Complaints and Appeals

At National Joblink, we value your input and want to make sure your experience is fair, supportive, and positive. You have the right to provide feedback, make a complaint, or appeal a decision—and we are committed to handling all matters respectfully, confidentially, and in a timely way.

We have clear processes in place for:

- Providing feedback
- Making a complaint
- Requesting a review or appeal of a decision
- Seeking support from external organisations if needed

Providing Feedback

Your feedback is one of the most important tools we have for improving the quality of training and support services at National Joblink.

We encourage you to share your thoughts at any time—whether it's something positive you'd like us to continue, or something you think we could do better. You don't have to wait for a formal survey; your feedback is welcome throughout your course.

Why your feedback matters:

- It helps us understand how well we're meeting student needs
- It highlights areas where our training, assessment or support services can be improved
- It informs decisions about course design, resources, facilities, and staff development
- It contributes to our **continuous improvement system**, which is a key part of how we maintain quality under national standards

Ways to provide feedback:

- Talk to your trainer or assessor
- Use the feedback or suggestion form (online or in person)
- Contact the student support or admin team
- Complete course evaluation surveys or national student surveys

We treat all feedback respectfully, and if you choose to provide it anonymously, we'll still use it to help improve our services. Major themes or issues raised through feedback are reviewed by our management team as part of our quality assurance processes.

Grievance, Complaints and Appeals

NJL believes that any person / entity that has a grievance, complaint or appeal against National Joblink, its trainers, assessors, other staff, one of its third parties or learners has the right to raise the complaint or appeal.

They can expect that every effort will be made to resolve it in a timely way, in accordance with NJL policy and without prejudice or fear of reprisal or victimisation.

A grievance or complaint can be defined as a learner, staff member or any third party's expression of dissatisfaction with any aspect of NJL's services and activities, such as:

- The enrolment or induction process
- The quality of education provided
- Academic matters, including learner progress, assessment, curriculum and awards in a VET course of study
- Handling of personal information and access to personal records
- The way someone has been treated.

A full version of NJL's Grievance, Complaints and Appeals Policy and Procedure is publicly available on NJL's website: www.njl.org.au/training

Grievances and complaints are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the complaint handling process. This means that the during all stages of this procedure NJL will take all steps to ensure that:

- The complainant is entitled to be heard with access to all relevant information and with the right of reply
- The complainant is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision
- The complainant will not be victimised or discriminated against
- The complainant has an opportunity to formally present their case and each party to the grievance may be accompanied and assisted by a support person at any relevant meetings
- A full explanation in writing for decisions and actions taken as part of the process will be provided if so, requested by the grievant
- Where the internal or external complaint or grievance handling or appeal process results in a decision that supports the grievant or appellant, NJL will immediately implement any decision and/or corrective and preventative action required and advises the grievant/appellant of the outcome
- At all meetings, the complainant / grievant may have a support person present. If the learner is under the age of 18, the parent or guardian must also be present.

Complaints will be handled in the strictest of confidence. A decision to release information to third parties can only to be made after the complainant has given written permission for this to occur. A summary of NJL's Grievance, Complaints and Appeals Policy is below.

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 NJL in any form and does not need to be formally documented by the complainant to be acted on. You if do wish to submit it in writing NJL's Complaints and Appeal Form is attached at the end of this document.

What is an appeal?

An appeal is an application by a student 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 NJL within 7 days of the learner being informed of the assessment decision or finding. NJL's Complaints and Appeal Form is attached at the end of this document.

Where an appeal is granted and the candidate is found competent, a new assessment outcome is issued and validated by the CEO.

Where an agreement cannot be reached, the CEO may employ and independent and external assessor to review the evidence.

Early resolution of grievances, complaints & appeals

Before issues become a formal complaint, all parties are encouraged, wherever possible, to resolve concerns or difficulties directly with the person(s) concerned. 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.

Any person wishing to submit a formal complaint or appeal can do so by contacting an NJL staff member or by completing the Complaints and Appeals Form (Form 31). This form can be gained by contacting Learner RTO Administration, through the RTO websites or Leaner Handbook. If you do not wish to complete the Complaints and Appeals Form an RTO staff member can do so on your behalf. All formally submitted complaints (verbal or in writing) or appeals are submitted to the CEO

Complaint and appeals handling:

A complainant is to be provided an opportunity to formally present his or her case at no cost. Each complainant may be accompanied and/or assisted by a support person at any relevant meeting.

A written record of all complaints is to be kept by NJL, including all details of lodgement, response, and resolution. NJL will maintain a complaint register to be used to record the details of the complaint and to maintain a chronological journal of events during the complaint handling process. Records relating to complaint handling are stored securely to prevent access to unauthorised personnel.

The handling of a complaint is to commence within five (5) working days of the lodgement of the complaint and all reasonable measures are taken to finalise the process as soon as practicable.

The complainant is to be provided a response to the complaint, including details of the reasons for the outcome within ten (10) days of the lodgement of the complaint.

Complaints must be resolved to an outcome within sixty (60) days of the complaint being initially received. Where NJL CEO considers that more than 60 calendar days are required to process and finalise the complaint, the CEO will inform the complainant in writing, including reasons why more than 60 calendar days are required. As a benchmark, NJL will attempt to resolve complaints within thirty (30) days of the complaint being received.

Nation Joblink shall maintain the enrolment of the complainant during the complaint handling process. Decisions or outcomes of the complaint handling process that find in the favour of the student shall be implemented immediately.

Please talk to any National Joblink staff or contact National Joblink via the contacts provided in this Learner Handbook, for a Complaints and Appeals Reporting and Action Form

Review by an independent person

NJL provides the opportunity for persons making a complaint or an appeal who are not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. the CEO will advise of an appropriate party, independent of NJL, to review the complaint. Should any costs be involved they will be shared equally between the appellant and NJL RTONJL RTO.

Review by external agency

Where the complainant or person lodging an appeal is not satisfied with the handling of the matter by NJL, they may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to:
    - https://www.cbos.tas.gov.au/ TAS
    - https://www.dewr.gov.au/ NT
    - https://trainingombudsman.qld.gov.au/ QLD
- Complainants can submit a complaint to ASQA by completing the online complaint form: Concerns about training providers | Australian Skills Quality Authority (ASQA)
  (ASQA website: www.asqa.gov.au)
- National Training Complaints Hotline https://www.education.gov.au/about-department/contact-us/complaints or call 13 38 73.

Rules and Regulations

NJL is a Child Safe Organisation, and we are committed to ensuring that our physical and online environments are safe and inclusive of all people. NJL has a zero-tolerance approach to any form of harm and abuse, especially to children. Abuse constitutes threats of, or actual physical violence, sexual abuse, emotional or psychological abuse and neglect.

NJL staff will respond immediately to any allegations of abuse by reporting to the appropriate state authority and the authorities if deemed appropriate, in conjunction with a senior staff member

NJL's Commitment to Child Safety

Respect
NJL treat everyone with respect, and we appreciate everyone's differences. We want everyone to feel included and welcomed.

Inform
We have a responsibility to keep you safe so if you feel unsafe or concerned about your wellbeing then please come and chat to us or we can give you more information about what it means to be physically safe, emotionally safe, and safe online.

Giving you a voice
We want you to have a say. At NJL we make sure there are plenty of ways for you to do this. We introduce you to all staff, that way there is always someone available for you to talk to. We want you to be involved and feel comfortable enough to talk.

Help
NJL are always here to help. We want to help you move forward with plans for your future and we want to help when things are going wrong. If you have any worries, then come and let us know.

Trust
We will be careful with your feelings and your needs. We will support you wherever and whenever we can.

Safety
We take safety very seriously. We make our spaces at NJL happy and welcoming for you. We will help educate you on safety and will always create a space where you feel safe and included.

If You Are Under 18

National Joblink is committed to the safety and wellbeing of all learners, including those aged under 18. If you are under 18 years old, we recognise that you may have additional needs and vulnerabilities—and we take this seriously.

We follow the **National Principles for Child Safe Organisations**, which provide a nationally consistent framework for organisations working with children and young people.

You can read more about these principles here:'https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations

What this means for you:

- We assess the **risks** associated with training content, modes of delivery, and training environments—especially for younger learners
- Our staff are expected to act in a **respectful, age-appropriate and supportive** manner at all times
- Any workplace placements, excursions, or third-party delivery sites must meet child safety expectations
- If your parent or carer is involved in your training, we'll ensure their role is clear and appropriate

We also take steps to ensure that:

- You are treated with dignity and respect
- Your voice is heard—you are encouraged to speak up if something feels wrong or unsafe
- You have access to support and advice if you're unsure about anything related to your safety, wellbeing, or training experience

If you are under 18 and have any questions, concerns or just need help, please contact:

NJL Training Team or your Trainer
Phone: 07 4041 5607 **Email:** training@njl.org.au

Your safety and wellbeing are our priority, and we are here to support you every step of the way.

Student Code of Conduct

NJL RTO recognises and respects the rights of all staff, learners, and stakeholders. We are committed to fostering a safe, inclusive, and supportive environment where everyone is treated with dignity, respect, and fairness.

NJL RTO expects all individuals to conduct themselves in an appropriate and professional manner, demonstrating courtesy, consideration, and respect in their interactions with others.

We encourage positive behaviours that support learning, collaboration, and wellbeing, and we promote a culture where diversity is valued and unacceptable behaviour is addressed promptly and appropriately.

Smoking and Vaping

Smoking and Vaping is not permitted except in designated areas.

Alcohol and other drugs

Under no circumstances must you attend training under the influence of drugs, alcohol, or any illegal substances. While on the premises it is also unacceptable to sell or consume alcohol or other drugs, or illegal substances. Breaking this rule will result in instant dismissal and possible police notification. The consumption of drugs and alcohol are not permitted.

Mobile phones

Mobile phones are to be turned off during training sessions. If you are expecting an urgent call, please discuss with your trainer prior to commencement of the training session.

Plagiarism

Plagiarism is the presentation of the works of another person or other persons as your own. This includes the failure to properly acknowledge that person or those persons. Plagiarism is an offence and there is an expectation that all learners produce their own independent work and comply with standard conventions of authorship.

Learners are required to:

- Be aware of their responsibilities regarding plagiarism.
- Reference where appropriate all assignments for submission
- If in doubt, see advice and support from your trainer/assessor.

Bullying and Harassment

- Learners are not permitted to harass other learners and are expected to adopt an acceptable standard of behaviour and courtesy towards all learners and NJL staff.
- Treat people with respect and fairness regardless of their background and/or cultural beliefs.

Dress Standards

- Learners must present an appropriate and safe standard of dress as required by the course and NJL trainers.
- You may be required to wear supplied PPE (Personal Protective Equipment).

Personal Hygiene

Learners are asked to be always aware of their personal grooming and hygiene. Hair should be neat and clean; nails should be clean and tidy, and learners should use deodorant as work can be physical and lead to excessive perspiration at times.

General Conduct

- Acts of vandalism, including graffiti will be dealt with severely – by the police where necessary.
- Any person presents at National Joblink who behaves in a manner which could be deemed dangerous to another person present shall be asked and required to leave the premises immediately.
- Any person who attends National Joblink regardless of their purpose for being there, shall be asked and required to leave the premises immediately if they are behaving in a manner consistent with the behaviour of someone intoxicated with lawful or unlawful substances.
- In the event of a person behaving in a manner which disrupts proceedings during a training event to the detriment of the other learners, that person shall be asked and required to leave the premises immediately.
- In the event of a person entering an National Joblink function and behaving in a manner which is clearly unlawful or dangerous, or in the event of a person discovering that an unlawful event has occurred, the Police will be invited onto the premises immediately to investigate the matter.

Learner use of computer resources

- All learners are fully responsible for their individual logons and passwords. The sharing of user accounts and passwords is prohibited.
- The changing of any hardware and software settings held within any computer is prohibited.
- The installation/removal of any software without approval is prohibited.
- The use of computer resources by learners for any purpose other than recognised or approved training delivery and associated support is not acceptable.
- On completion of a course all NJL property must be returned to NJL

Workplace Health and Safety

Workplace Health and Safety

All workplaces, including NJL, are bound by the Work, Health and Safety Act 2011. Learners are required to use common sense to ensure that behaviour or actions do not put themselves or others at risk. Any accidents or injuries must be reported immediately to the trainer or workplace supervisor.

If you have a medical condition (e.g. diabetes) that could require emergency treatments, please advise your trainer.

Emergency evacuation of building

It is necessary that you are aware of evacuation procedures for your training venue - this may be your workplace or external training room. Information is required to be displayed and will include evacuation alarms, evacuation procedure, assembly points and safest exit path. Your trainer will go over these with you prior to commencement of training.

The following guidelines form the basis for safe practice in the training environment:

- Know and observe the details of the emergency response procedures.
- Do not undertake activities which may cause injury to self or others.
- Report all potential hazards, accidents and near misses to NJL staff.
- Ensure all bench spaces and walk areas are left clean and tidy.
- Seek assistance if you volunteer to lift items.
- Wear appropriate PPE and footwear.
- Observe hygiene standards particularly in the eating and bathroom areas.
- Provision for first aid facilities is available where training is delivered. All accidents must be reported to staff.
- Electrical equipment that is not working should be reported to NJL staff.

Privacy

Privacy policy

National Joblink takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act of 1988 and the Australia Privacy Principles. (effective from 12th March 2014).

These principles are designed to ensure that any personal information you provide is used and disclosed only for the primary purpose for which it was collected, unless otherwise authorised by you or the law. The principles cover issues such as the collection, storage, use and disclosure of information, as well as giving you the right to access information we hold about you.

What information do we collect from you and how is the information collected?

We collect the information that you provide on your enrolment form, enquiry forms, information provided over the telephone and email communications together with details of your academic progress such as:

- results of assessments
- your attendance record
- work undertaken by you in completion of your course, such as:
    - assessments,
    - learner activities,
    - videos and pictures
    - the outcomes of formal interviews you may have with staff during your course to discuss your progress.
- your special requests or requirements,
- records of grievances, complaints, or appeals
- records of payments of fees and charges.

What is the purpose for collecting this information?

We collect information that is necessary to ensure that we provide you with appropriate pre-sales information and to ensure we deliver to you the services promised in our fact sheets and on our web site.

How your information may be used?

Personal information may be used and disclosed within the company to administer our products and services, as well as for risk management purposes.

Please note that we need the personal information we keep about you to be accurate. It is especially important that you notify us of any changes to your circumstances, such as change of contact details.

Who do we share your information with?

We will not sell, share, or rent personal information to others without your written consent. We will only disclose personal information to third party entities carrying out functions on behalf of, or in partnership (including under licence) with, NJL on a confidential basis. NJL RTO is required to disclose information held on individuals for valid purposes to a range of entities including:

- Governments (Commonwealth, State or Local);
- National Centre for Vocational Education and Research
- Australian Skills Quality Authority (ASQA)
- Australian Apprenticeships Centres
- Employers (and their representatives)
- Job Network Providers, Schools, Guardians; and
- Service providers such as background check providers
- Unique Student Identifier Registrar

Use of photographs and videos

National Joblink may from time to time use photographs or video footage of learners for assessment evidence.

These may also be used for marketing, promotion or publicity purposes and you may give NJL permission to use images for these reasons.

To provide National Joblink with you consent you will be asked at enrolment to complete a Publicity Consent Form. You have the right to withdraw your consent at any time and can do so by emailing training@njl.org.au.

Disclosure Required by Law

We may be required or authorised by law to disclose information about you. We may also be required to produce your records for a government agency, for example, in relation to Department Human Services (if you are receiving Youth Allowance, Austudy or Abstudy).

The security of information you provide

We take all reasonable steps to protect the personal information we hold about you from misuse or loss or from unauthorised access, modification, or disclosure.

It is stored in electronic form in our administration database and can only be accessed by authorised staff. These staff members are issued with their own Login Identifier they must use to gain access to our systems.

Electronic data retained on our computer system is protected via virus protection software and firewall protection. Our data is backed up continually to our server which is secure.

NJL has implemented an Information Security Management System (IMS) in line with international standards for information security, ISO/IEC270001. NJL's systems and processes are externally audited.

When you commence, you are issued with a unique Student Identification (ID) number or username and password. It is important that you do not disclose this information to other students to protect your privacy. The number will be used to display your assessment results.

How do I complain about a breach of the APP?

If you wish to lodge a complaint about a breach or potential breach of your privacy, please follow NJL's Complaint, Grievances and Appeals process.

Under the Privacy Act 1988 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 out more information about making a privacy complaint at the website of the OAIC located at: https://www.oaic.gov.au/privacy/privacy-complaints/lodge-a-privacy-complaint-with-us

Will my information be disclosed to overseas recipients?

NJL RTO confirms that individuals' personal information is not disclosed to overseas recipients.

Retention and Destruction of Information

NJL RTO undertakes secure destruction of personal information records as soon as possible after required use and storage periods have ended.

Compliance with other legislation

NJL will provide quality training courses and services that are responsive to the diverse needs of local and remote communities.

NJL is committed to meeting the individual learning needs of learners, irrespective of their individual or group differences.

NJL is committed to ensuring that all members of the community can access, participate and achieve in Vocational Education and Training.

NJL complies with all relevant Commonwealth and state legislations and regulations requirements in the operations of its RTO including.

They also represent obligations to you as a student whilst training with NJL. During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact your conduct and behaviour.

Copies of the state and federal legislation can be found on the internet at:

https://www.legislation.qld.gov.au/ (QLD)

https://legislation.nt.gov.au/ (NT)

https://www.legislation.tas.gov.au/ (TAS)

and

www.comlaw.gov.au (Federal).

The following is a summary of the legislation that will generally apply to your day-to day work and training.

Work Health and Safety Act 2011

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety, and that of others who may be affected by their actions or omissions. They must comply with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

Sex Discrimination Act 1984

This act relates to discrimination on the grounds of sex, marital status, pregnancy, potential pregnancy, family responsibilities or involving sexual harassment.

Sexual Harassment is defined as: unwelcome behaviour, which is sexual by physical contact or by implication.

NJL RTO does not condone sexual harassment and appropriate action will be taken should an incident occurs.

State and Territory Legislations on Anti-Discrimination

The purpose of legislations is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education, and accommodation.

- Queensland: Anti-Discrimination Act (1991)
- Northern Territory: Anti-Discrimination Act (1992)
- Tasmania: Anti-Discrimination Act (1998)

Racial Discrimination Act 1975

The Racial Discrimination Act 1975 aims to ensure that people of all backgrounds are treated equally and have the same opportunities. The Act also makes discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

Disability Discrimination Act 1992

The Disability Discrimination Act 1992 promotes the rights of people with disabilities in areas such as housing, education and the provision of goods and services.

Student Identifiers Act of 2014

This act outlines how NJL can collect, use & disclose personal information collected for the use of obtaining a USI. The full act can be viewed on NJL's website or on www.usi.gov.au. Should you wish to or complain about a breach of privacy (misuse or interference of, or unauthorised collection, use, access, modification or disclosure of the USI or a failure by us to destroy personal information) you may contact the Privacy Officer at:

Mail: GPO Box 9880
Canberra ACT 2601
Phone: 1300 857 356
Or obtain further details from www.usi.gov.au

National Vocational Education and Training Regulator Act 2011

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

Copyright Act 1968

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.

Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject matter. These rights include the right to copy, publish, communicate (e.g. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred.

However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study.

A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

Age Discrimination Act 2004

The objects of this Act ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community.

Australian Skills Quality Authority

NJL complies with 2025 Standards for RTOs. The 2025 Standards for RTOs are enabled by the *National Vocational Education and Training Regulator Act 2011* and represent all Governments shared ambition to ensure quality across the VET sector, through enabling a more flexible, robust and quality-driven approach to regulation. The Standards provide a clear and direct link between the requirements NJL's (RTO) expectations to meet and the outcomes we are expected to deliver.

Records Access Request -

National Joblink will keep records on file electronically and physically and these can be accessed using our request system.

Under the Privacy Act, you have the right to access personal information we hold about you. If the information is incorrect, you have the right to require us to amend the information.

The Record Access Request Form must be signed by both the learner and third-party representative (e.g. RTO) as an official record of the access request and identify verification. The third-party representative is required to verify your identity through either presentation of appropriate identification or answering a series of specific targeted questions.

Please contact NJL for Records Access Request Form

National Joblink
RTO Number 60156

CONTACT

Toll free number - Ph: 1300 136 496

Email us: training@njl.org.au

Cairns
Level 1 / 46-50 Spence St
Cairns QLD 4870
Ph: 07 4041 5607

Confirmation of Learner Induction – Form 15

Getting started with course information and fact sheet
Enrolment requirements
Unique Student Identifier
Learner Enrolment and support
Inclusive learning and reasonable adjustment
Your training Journey
Learner Participation
Learning resources, facilities and equipment
Assessment and progress
Recognition and Credit
Certification and Statements of Attainment
Learner fees and refunds
Feedback, Complaints and Appeals
Rules and Regulations
Student Code of Conduct
Workplace Health & Safety
Privacy
Compliance with other Legislation
Records access request
Confirmation that I have watched/read and understood the Learner Handbook and course fact sheet

I _____(print full name) confirm that I have watched the Learner Handbook PowerPoint or read Learner Handbook prior to enrolment and clarified any queries or concerns I may have regarding the handbook content.

I understand that it is my responsibility to be familiar with the contents of the handbook and the course fact sheet and to ask questions on any matter that I don't understand.

Learner name: _____

Learner signature: _____ Date: _____