

Jobs South West Community Services

A Registered Training Organisation

Student Handbook

Vocational Education and Training

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Jobs South West Community Services

11 Bourke Street

Bunbury WA 6230

Phone: (08) 9721 5033

Fax: (08) 97212269

Web: www.jobssouthwest.com.au

Making a positive difference to people's lives



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INTRODUCTION

Dear Student

Welcome to Jobs South West Community Services and congratulations on your decision to pursue your Vocational Education and Training goals.

This handbook contains useful information which will assist you in understanding how we operate here at Jobs South West. It contains general information about our organisation, the services and facilities that are available to you, useful references and information about responsibilities and policies. It also details your rights and responsibilities and some other information you may find helpful. Please keep it in a safe place so that you can refer to it whenever necessary.

Remember we are here to help and support you through your learning journey if you have any question or concerns please do not hesitate to contact the office.

We welcome your feedback and suggestions to ensure that our service to you meets your expectations.

Congratulations again, and good luck with your studies.

Posy Barnes

Chief Executive Officer
Jobs South West Inc

Making a positive difference to people's lives

ABOUT JOBS SOUTH WEST COMMUNITY SERVICES

OUR VISION

Uphold social justice by enhancing the lives of all members of the community

CORE VALUES

- Innovative Programs – Providing diverse and innovative programs that lead to jobs
- Building Relationships – Supporting mutually beneficial relationships with other organisations to improve opportunities for individuals, communities, industry and employers in the South West region of Western Australia
- Excellence – Continuously improving the way we do business and deliver services
- Sustainability – Building a stable and sustainable financial base for the future
- Good Governance – Driving innovation and managing change to ensure Jobs South West Community Services' systems, processes, services and policies are effective, efficient and fair

MISSION

Making a positive difference to people's lives.

Jobs South West Community Services is a not for profit Community Organisation managed by diverse board of Representatives selected from industry, government and employers.

We deliver training for a range of qualifications and our clients include Schools, TAFE, small to large size businesses, State and Federal Government Departments.

Jobs South West Community Services operates within the Australian Quality Training Framework (AQTF), ensuring that all objectives and outcomes of the National Training Framework (NTF) are met. Compliance with the 3 standards identified within the AQTF and Training Package development, are top priorities at Jobs South West. Our training staff are accredited in training and assessment methods as well as having industry qualifications for issuing accredited training certification.

Jobs South West maintains and continually monitors its quality systems and is audited annually against AQTF standards by the relevant authorities.

Today Jobs South West Community Services comprises four divisions which together provide services designed to assist you along the pathway to employment and a great career; these are:

- Training Services
- Employment Directions Network
- Community Education Projects

- Traineeships

CONTACT DETAILS

At your induction you will be given details about your training venue, public transport arrangements, parking, disability support, and welfare and guidance service. If you are participating in a Traineeship your training may be delivered entirely 'on-the-job', your Training Consultant will inform you at the induction if this is the case. Jobs South West Community Services head office is located at:

Address: 11 Bourke Street
Bunbury WA 6230

Postal: PO Box 998
Bunbury WA 6230

Note: All mail should be sent to the above postal address to ensure that it is directed to the appropriate staff person.

Phone: 9721 5033

Fax: 9721 2269

If you are doing a Traineeship your Training Consultant will probably be based at Bunbury. Your Training Consultant will ensure that you have their relevant contact details.

You can leave a message for your Training Consultant with the receptionist at the Bunbury office and your call will be returned within 24 hrs.

TRAINING SERVICES

Jobs South West is a Registered Training Organisation (RTO). This means as a training organisation we are accredited to deliver nationally recognised qualifications in accordance with the Australian Quality Training Framework. We have a defined scope of registration and are able to deliver accredited training in the following areas

SIR10107	Certificate I in Retail Services
SIR20207	Certificate II in Retail
SIR30207	Certificate III in Retail
SIR40207	Certificate IV in Retail Management
BSB10107	Certificate I in Business
BSB20107	Certificate II in Business
BSB30107	Certificate III in Business
BSB40107	Certificate IV in Business
51731	Certificate I in Leadership Development
SIT10207	Certificate I in Hospitality
RTF10103	Certificate I in Horticulture

RTF20103	Certificate II in Horticulture
CHC10102	Certificate I in Work Preparation
51684	Certificate I in New Opportunities for Women (NOW)
21774VIC	Certificate I-III in General Education for Adults
BSB30207	Certificate III in Customer Contact

For a complete listing of training services offered at Jobs South West speak to one of friendly administration staff or visit our Website www.jobssouthwest.com.au

Jobs South West Community Services can deliver short courses, workshops, seminars and corporate training . All training is delivered by qualified trainers and some short courses may qualify for accreditation towards a full certificate. Training can be delivered at individual workplaces or from a Jobs South West Centre.

TRAINEESHIPS

A Traineeship is a full time or part time employment and training arrangement between a Trainee, an Employer and a Registered Training Organisation. The Traineeship combines practical experience and on-the-job training leading to the opportunity for the Trainee to learn new skills and gain a nationally accredited qualification.

On commencement of your traineeship your consultant will inform you of your rights and responsibilities these will also be outlined in your Training Record Book

More information regarding traineeships can be found by contacting the Apprenticeship and Traineeship Support Network on 13 19 54

FEEES

All accredited training courses attract a Government imposed fee. Jobs South West Community Services believes in universal access to training and therefore can put together payment arrangements in cases of hardship. Jobs South West Community Services also provides accredited training which is not funded by a Government Department. In this situation the student or the employer is responsible for all fees and charges associated with the training.

OTHER TRAINING

Jobs South West delivers a range of qualifications by means of a variety of training programs. The principles outlined in this student handbook for training delivery apply to all training delivered by Jobs South West

ACCREDITED TRAINING

TRAINING PACKAGES

Jobs South West develops individualised training plans for students from Training Packages. A Training Package is an integrated set of nationally endorsed competency standards, assessment guidelines and AQF qualifications for a specific industry. They allow students, trainers and employers to select the most appropriate units for an individual's situation.

This ensures that students receive the training they need to perform their jobs to a high standard and employers have a workforce which is trained to their own specifications.

COMPETENCE AND COMPETENCY STANDARDS

Competence can be defined as the skills and knowledge required to perform the tasks a job requires to the standards demanded by industry.

Competency standards (also referred to as national industry enterprise competency standards) are national standards that set out the work skills and knowledge required for effective performance in the workplace and are defined by industry competency standards are an endorsed component of training packages or where no training package exists, as the basis for defining the learning outcomes of an accredited course

COURSE OUTLINES

Learning outcomes, performance criteria and assessment methods have been prepared for all courses by the trainers. Course Outlines will be provided on commencement.

More information is available direct from your trainer if you have any queries regarding course outlines please contact your trainer, they will be happy to assist.

MUTUAL RECOGNITION

Jobs South West practices a policy of mutual recognition which means that Jobs South West will recognise and accept the AQF Qualifications and Statements of Attainment issued by other RTOs. This means that if you have been assessed as being competent by another RTO we will recognise these competencies and as a result of this recognition process you may be eligible for Skills Recognition.

SKILLS RECOGNITION

Skills recognition is a term used to describe a number of different assessment processes resulting in the formal recognition of competencies that a person has acquired through informal or formal training, work experience and/or life experience. These different assessment processes include:

The skills recognition process incorporates Credit Transfer, Recognition of Prior Learning (RPL) and Recognition of Current Competencies (RCC). If you think that you may have acquired skills and maintained competency in these skills you could be exempt from some aspects of the training course you are undertaking.

Skills Recognition may be assessed either:

- Off the job – assessment is undertaken by a registered training organisation at their premises which may result in a qualification or statement of attainment and/or credit toward enrolment in an award course; or

- On the job – assessment is undertaken at the place of work by, or under the auspices of, a registered training organisation

A key focus of Skills Recognition is the acceptance that an individual may gain competencies from many sources including:

- Courses and training programs undertaken in Australia
- Courses and training programs undertaken overseas
- Paid or unpaid work experience
- Community or voluntary work
- Life experience (e.g. travel, hobbies, home duties, and caring duties)

A fee per unit of competence will be charged to process Skills Recognition. This fee is non-refundable. A successful applicant will be given a “competent” result for that unit. When the application is not successful, the student will enroll and pay the unit fee. There is no fee for Credit Transfers.

SKILLS RECOGNITION GRIEVANCE APPEAL PROCEDURE

A student can appeal either the outcome of the assessment or the process of the review. You should document your areas of concern and discuss them with your Training Consultant. This discussion should be documented.

- If the matter is not resolved to the satisfaction of all parties within five (5) working days, you should lodge a formal appeal detailing your grievance/appeal with the Training Manager.
- You are able to invite a support person to attend this and any further discussions relating to the grievance/appeal.
- You will be notified in writing of the outcome of this meeting.
- If the matter is not resolved to the satisfaction of all parties within five (5) working days an appointment should be made to discuss the grievance with the Chief Executive Officer.
- In the event of a grievance not being resolved internally within ten (10) working days, the student will be advised in writing of external grievance procedures through the WA Department of Education and Training, State Training Board or Training Accreditation Council.

Further information regarding skills recognition is available from
<http://www.training.wa.gov.au/training/content-skills-cost.asp>

FLEXIBLE DELIVERY

All training at Jobs South West is delivered in a flexible manner. This is the approach to Vocational Education and Training (VET) that allows learning to take place in a variety of learning environments to cater for different learning styles and interests. Flexible delivery incorporates a range of learning situations which may include ‘on-the-job’ training, classroom deliver or on- line delivery.

ASSESSMENT

Students will be advised of assessment dates, times and location prior to the assessment taking place. Assessment involves the collecting of evidence based upon the rules outlined by the AQTF that ensures that the evidence collected is:

- **Valid:** there is a clear relationship between the evidence requirements of the unit of competency and the evidence on which that assessment judgment is made
- **Sufficient:** the performance criteria and evidence guide are addressed; competency over a period of time is demonstrated; all dimensions of competency are addressed; competency in different contexts is demonstrated
- **Current:** the evidence demonstrates the candidate's current knowledge and skills
- **Authentic:** it can be verified that the evidence is the candidate's own work

Your trainer will make judgments as to whether or not a competency has been achieved, that is that the individual can perform to the standard expected in the workplace. Jobs South West employs experienced and qualified assessors who work in both the on-the-job and off-the-job context, all assessors at Jobs South West have a Certificate IV in Training and Assessment, a Certificate IV in Assessment and Workplace Training or equivalent and relevant industry qualifications to assure that they understand the nature of the tasks to be assessed and can employ appropriate assessment methods.

When your Training Consultant first visited you the assessment methods for each unit will have been identified and specified. There are number of different ways of assessing VET competence, some of these include: observation, portfolio of evidence, knowledge based test, work sheets or supervisor sign off. At all times Jobs South West aims to maintain the reliability and integrity of assessment outcomes by taking part in regular internal and external moderation forums. Students need to be aware that plagiarism and cheating are taken very seriously at Jobs South West and will result in disciplinary action.

If you are unhappy with the outcome of an assessment you should speak to your Training Consultant as soon as possible. If the matter cannot be resolved in an informal context you are quite within your rights to implement a formal Appeals Process. Jobs South West will deal with any appeal quickly and confidentially and in accordance with the Australian Quality Training Framework requirements.

Assessment against competencies will be conducted in accordance with the assessment guidelines and competency standards of the appropriately endorsed training package or accredited course. To demonstrate competency a student must show that they are competent in all units of competency or learning outcomes.

The assessment process will be developed in accordance with the four principles of assessment outlined by the AQTF

- Valid
- Reliable
- Flexible
- Fair

ASSESSMENT RESULTS

A student is deemed to be competent when all outcomes have successfully been completed within a unit competency or module. On successful completion of all Units of Competency required to meet the qualification rules you will be issued with a qualification. Where assessed as competent against fewer units of Competency than are required for the qualification a Statement of Attainment will be issued for those Units of Competency successfully completed.

PLAGIARISM

Plagiarism is the act of passing off another person's work as your own.

Please ensure that all work submitted has not been copied from another person's work, that it has not been written by another person (except where such collaboration has been authorized by the Assessor or trainer) or copied from the internet.

APPEALS PROCESS

If a student is dissatisfied with the assessment received he/she can request that a second assessment is provided. Such a request should be made to your Training Consultant within seven days following receipt of the result of the assessment. The student should document the areas of dispute and discuss these concerns with the training assessor. This discussion should be documented.

If the matter is not resolved to the satisfaction of all parties within five (5) working days, the client should lodge a formal appeal, detailing their appeal, with the Training Manager. The student will be informed at this point of their right to invite a support person to attend this and any further discussions relating to the appeal. The student will be notified in writing of the outcome of this meeting.

If the matter is not resolved to the satisfaction of all parties within five (5) working days an appointment should be made to discuss the grievance with the CEO. The student will be notified in writing of the time and venue for the meeting.

The student will be advised of the result if the hearing within ten (10) working days, the appeal will either be:

- Dismissed.
- Upheld and the initial assessment of the competency endorsed.
- Subject to re-assessment.

In the event of a grievance not being resolved internally within ten (10) working days, the student will be advised in writing of external grievance procedures through the WA Department of Training and Employment, State Training Board or Training Accreditation Council.

Please Note: You will be charged a fee for re-marking of assessments refunds are available as specified in the refund section of this handbook.

EMPLOYABILITY SKILLS

Employability Skills are skills that apply across a variety of jobs and life contexts. They are sometimes referred to as key skills, core skills, life skills, essential skills, key competencies, necessary skills, and transferable skills. Industry's preferred term is Employability Skills.

Employability Skills are defined as "skills required not only to gain employment, but also to progress within an enterprise so as to achieve one's potential and contribute successfully to enterprise strategic directions".

There are eight Employability Skills: communication, teamwork, problem solving, initiative and enterprise, planning and organising, self-management, learning, and technology.

Employability skills are now included in all vocational education and training programs that use Training Packages. For more information regarding employability skills ask your trainer, or training consultant

POLICIES AND PROCEDURES

Jobs South West has a responsibility and commitment to deliver quality training in a safe environment and according to Equal Opportunity Legislation, principles of access and equity and the Privacy Act of 1988.

OUR CODE OF PRACTICE

To ensure that Jobs South West maintains their obligations to all students we have developed a Code of Practice which lays down the guidelines within which we operate, the Code of Practice is reproduced below:

PROMOTION AND MARKETING

Jobs South West Community Services undertakes to market its courses and services using information which accurately describes the content or expected learning outcomes. Comparisons with individual training or service providers will not be made in any marketing or promotional material.

CLIENT ENQUIRIES

Jobs South West Community Services is committed to dealing with all enquiries courteously and accurately in accordance with Duty of Care. Where accurate information cannot be given an attempt will be made to provide the enquirer with an accurate source of information. Clients will have access to information in accordance with the Freedom of Information Act Guidelines.

EQUAL OPPORTUNITY

Jobs South West Community Services is committed to non-discriminatory dealings in all its business with all its customers, staff, management and suppliers. Jobs South West Community Services will ensure that staff are inducted in Equal Opportunity principles.

ACCESS TO SERVICES

Jobs South West Community Services undertakes to ensure that all clients and potential clients are not denied access to services unfairly. Criteria to determine access to courses/ services will be clearly stated on promotional material and will be closely followed. Jobs South West Community Services will use consistent, professional and equitable methods for the selection of participants. Notwithstanding criteria that may be set out by funding bodies, selection criteria will be based around curriculum requirements. Equal opportunity legislation and equitable principles will be observed at all times.

QUALIFIED STAFF

Jobs South West Community Services is committed to ensuring that all staff will be suitably qualified and experienced and that staff will have the opportunity to update skills, knowledge and qualifications as required to maintain best practice at Jobs South West Community Services.

COURSE/ SERVICE DELIVERY

Clients of Jobs South West Community Services can expect all courses/services to be delivered according to the specifications outlined before commencement. Jobs South West Community Services will provide a learning environment that is conducive to participants achieving success. Facilities, appropriate training methods and competent instruction will be provided to achieve this aim.

OCCUPATIONAL SAFETY AND HEALTH

JOBS SOUTH WEST recognises the need for compliance under Occupational Safety and Health Legislation and its responsibilities. JOBS SOUTH WEST COMMUNITY SERVICES will ensure that equipment used and delivery of services is in compliance with the current legislation.

Trainers will discuss evacuation procedures with you in the first session and any relevant OSH to your particular course

FIRST AID

If you require First Aid please report immediately to the front desk reception or your trainer

COMPLAINTS/GRIEVANCE PROCEDURE

Jobs South West Community Services acknowledges the right of its clients to complain and to implement the Grievance Procedure as set out in the Jobs South West Community Services' Operational Manual. Jobs South West Community Services will not disadvantage any client who complains. All clients will have access to information on Jobs South West Community Services' Grievance Procedure.

PARTICIPANT INFORMATION

Jobs South West Community Services will provide each participant with relevant information prior to the commencement of any service or course.

PRIVACY AND DISCLOSURE OF CONFIDENTIAL INFORMATION

In line with contractual obligations and the Information Privacy Act, Jobs South West Community Services will ensure that all records are kept in strict confidence and that any information released is within the guidelines of the Freedom of Information Act. Jobs South West Community Services will ensure that all staff are aware of their obligations with relation to these Acts and in accordance with our policies.

PROVISION OF INFORMATION

Jobs South West Community Services staff are expected to provide accurate, current, impartial and comprehensive information to clients.

SPECIFIC CONTRACT OBLIGATIONS

Jobs South West staff are expected to meet the specific codes of conduct as stated by related program contracts.

SUBSTANCE AND ALCOHOL MISUSE

Jobs South West staff and students are expected to comply with the guidelines detailed in the Jobs South West Policy and Procedures Manual.

CONFLICT OF INTEREST

Jobs South West staff are expected to declare any conflict of interest issues in relation to work and relationships and withdraw from decision making should there be a conflict of interest.

FREEDOM OF INFORMATION

JOBS SOUTH WEST is committed to ensuring clients are aware of their right to apply for access to records affecting them in accordance with the Freedom of Information Act (1982). Under this policy JOBS SOUTH WEST accepts responsibility to provide clients with access to the steps involved in obtaining information under Freedom of Information. If you require more information regarding the steps to obtain information please speak to your Training Consultant.

COMPLAINTS/GRIEVANCE PROCEDURE

Jobs South West has a formal Grievance & Appeals Policy, documented below. The policy requires students with a grievance to approach their tutor and communicate the grievance. The tutor will endeavour to resolve the grievance. If unresolved the student should again communicate the grievance to the tutor who will again attempt to resolve it. If still unresolved the matter will be formally referred to the CEO and if necessary to the Training Accreditation Council.

1. At any stage of this process the CEO may intervene to achieve resolution.
2. In the first instance the individual should advise their Trainer or Training Consultant of their grievance.
3. The Trainer or Training Consultant will endeavour to resolve the grievance if possible.

4. Should the individual's grievance not be resolved they should again approach their Trainer or Training Consultant and clearly state this is the case.
5. The Trainer or Training Consultant will again endeavour to resolve the grievance.
6. Should the individual's grievance remain unresolved the individual should once again advise their Trainer or Training Consultant who will arrange for the issue to be referred to the Programmes Coordinator or CEO if the Programmes Coordinator is unavailable. Should the Programmes Coordinator or CEO not be able to resolve the grievance the individual will be required to put the grievance in writing and address it to the CEO of Jobs South West Community Service
7. Within 7 days of receiving the grievance in writing the CEO shall conduct an appropriate investigation and respond in writing to the individual. This process may involve interviewing the individual as well as others and negotiating an acceptable outcome.
8. Should the grievance remain unresolved after referral to the CEO, the individual or CEO may refer the issue to the relevant standards authority (e.g. DEST, DET, The Training Accreditation Council) with responsibility to oversee the delivery of the service in question. The decision of this body shall be final.
9. Any action taken to resolve the grievance shall be recorded in writing using a Continuous Improvement Log and together with any associated documentation be filed in the Customer Feedback Reports file.

TOTAL COSTS / FEES

Course fees vary according to the nature of the course. Students will be advised of course costs and fees at booking or on enquiry.

A deposit is required from all fee paying students prior to commencement of the course they are enrolled in. The deposit will also vary from course to course. Students will be advised of the required deposit when booking for the course.

REFUND POLICY

Refunds are not normally approved, however where students have given sufficient notice (at least seven days prior to course *commencement*) or where Jobs South West is fully responsible for a course not concluding or being cancelled, partial or full refunds may be granted. Students seeking a refund should approach their tutor or booking officer in the first instance. Refunds are not available to students enrolled through labour market programmes.

Student requesting a remark of assessment should do so within four weeks of the publication of the results. The \$25.00 re-marking charge will be refunded to a 'NYC' candidate who passes receive 'CO' on a remark.

STUDENT BEHAVIOUR

ATTENDANCE

You will be informed during induction of the attendance requirements for your course. Generally, any absence from on or off-the-job training will be recorded.

Attendance may affect your status for certification so please check the requirements and try to keep your trainer informed if you are likely to be absent or if your absence is extended. You must leave a message with you Jobs South West training Consultant or with Reception at Jobs South West Bunbury on 9721 5033, if you are unable to attend.

DRESS STANDARDS

Some Courses will have dress requirements/ standards. You will be notified of these by your Training Consultant. It is your responsibility to ensure that you are suitably attired for both on and off-the-job training.

SMOKING

Jobs South West has a smoke free policy for all workplaces and training areas under its control. Students and staff who wish to smoke may do so 10 meters away from any Jobs South West buildings and at times that are designated as formal breaks in work or training.

DIRECTION

A student must observe any legitimate direction given by a Jobs South West staff member in order to ensure the safety of others.

STUDENT MISCONDUCT

Misconduct by a student is any behavior which:

- Disrupts the learning of others
- Prevents staff members from performing their duties
- Endangers the health and safety of staff or students
- Interferes with the conduct of Jobs South West operations

MISCONDUCT INCLUDES BUT IS NOT LIMITED TO:

- Any form of harassment, whether based on gender, race, age, sexual preference or religious belief
- Drunken and/or disorderly conduct on Jobs South West premises or in the workplace
- Being under the influence of prohibited drugs and/or substances
- Assaulting or attempting to assault any person on Jobs South West Premises or in the workplace
- Improper use of the internet
- Cheating and plagiarism
- Willfully carrying out behavior that may be detrimental to the health and safety of themselves, or other students or staff.
- Theft or stealing of any description while undertaking on or off-the-job training
- Any act of a criminal nature

Students engaging in misconduct will be subject to the Student Discipline Procedure which appears in the next section.

STUDENT DISCIPLINE PROCEDURE

In the event that a student conducts him/herself in a manner which causes harm to others or that contravenes the ethical practices of training delivery as identified in 'Student Misconduct' Jobs South West may bring disciplinary procedures into effect.

A student may be immediately suspended from attendance at a training course or a workplace for a period not exceeding 72 hours by their Training Consultant a senior Jobs South West staff member or the Training Manager for serious and life threatening contraventions of the Code of Practice. A student misconduct form must be completed detailing the circumstances of the suspension and immediately forwarded to the Training Manager. The Training Manager must advise the student and the Parent or Guardian where the student is under 18 years of age of the misconduct charge.

Students involved in disciplinary procedures will be given every opportunity to present their viewpoint with regards to the matter involved and every attempt will be made to secure a fair and reasonable resolution.

The Student Discipline Procedure follows the general format of the Complaints, Grievances and Appeals procedures:

1. The Jobs South West staff member or representative should discuss their concerns with the student. If the matter is not resolved to the satisfaction of all parties the Jobs South West staff member or representative should inform the Training Manager regarding the nature of the complaint.
2. A formal complaint must be filed by the Jobs South West staff member or representative within fifteen working days of the date that the alleged incident that prompted the formal complaint occurred. Complaints are to be prepared on a Student Misconduct Form (available from your Training Consultant).
3. The written complaint should be submitted to the Training Manager. The Training Manager will undertake an investigation to determine if the charges have merit and if the complaint can be resolved by mutual consent of the parties involved.
4. The student/client will be informed at this point of her/his right to invite a support person to attend any further discussions relating to the disciplinary procedure
5. If the matter is not resolved within five (5) working days, to the satisfaction of all parties an appointment should be made to discuss the complaint with the CEO. The person implementing the complaint the student/client and his/her support person, the Training Manager, any staff member involved in the grievance and the CEO, should attend this meeting. If the matter is not resolved within five (5) working days, to the satisfaction of all parties an appointment should be arranged with the student/client, his/her support person any staff members directly involved in the grievance, the CEO and the Chairperson of Jobs South West.
6. In the event of a complaint not being resolved internally, the plaintiff will be advised of external resources available to her/him to pursue the complaint further. A request for an appeal of a decision made in relation to a complaint must be made within 5 working days of the complaint outcome being reached.
7. Details of the complaint will be filed in a secure location and held on the student file.
8. The Training Manager may take any of the following actions in relation to a charge of Student Misconduct
 - Modify or dismiss the charge

- Reprimand the student for a period not exceeding 14 days which shall include any period of suspension.
- Recommend to the CEO that further action must be taken.

STUDENT SERVICES

LITERACY AND NUMERACY SUPPORT

Jobs South West offers literacy and numeracy support services to all students. These additional services are available to all students, speak to your Training Consultant if you require further information.

WELFARE AND GUIDANCE SERVICES

Jobs South West offers a range of welfare and guidance information services available including careers guidance, assistance with Centerlink issues, job search services and youth support programmes. To determine which services are available for you to access please speak with your Training Consultant. The Training Consultant will then assist in identifying the most appropriate person or outside organisation to help you if a referral is deemed necessary.

ADMINISTRATION AND PRACTICAL ISSUES

CHANGE OF ADDRESS

It is important that you notify your Training Consultant immediately of any change of address or telephone numbers. This is crucial for results notification and in case of an emergency.

COMMUNICATION

If anyone needs to contact you while you are in classes at Jobs South West, they are able to leave messages with reception. These will be communicated via your Training Consultant when there is an appropriate break. Emergency messages will be relayed to you immediately.

FACILITIES

Tea, coffee and other general kitchen facilities are available for students at all Jobs South West venues.

CAR PARKING

Students attending any of Jobs South West's training facilities are requested to use public car parking facilities.

HOLIDAYS

Jobs South West is not open on Public Holidays. There are no classes running on these days. It is your responsibility to find out about holidays in relation to any on-the-job training time.

EMERGENCY PROCEDURES

At all sites there is an evacuation procedure which is to be followed in the event of fire or other emergency. Evacuation procedures are clearly and prominently displayed at each training centre and where possible, a diagram showing the exact location of exits and the position of the diagram in relation to the exits is clearly and prominently displayed. The evacuation procedure is practiced at all training centres at reasonable intervals.

STRATEGIC INNOVATION

INNOVATIVE PROGRAMS

Providing diverse and innovative programs that lead to jobs

BUILDING RELATION SHIPS

Supporting mutually-beneficial relationships with other organisations to improve opportunities for individuals, communities, industry and employers in the south west region of Western Australia

EXCELLENCE

Continuously improving the way we do business and deliver services

SUSTAINABILITY

Building a stable and sustainable financial base for the future

GOOD GOVERNANCE

Driving innovation and managing change to ensure Jobs South West Community Service's systems, processes, services and policies are effective, efficient and fair