



THE LICENCES 4 WORK STUDENT HANDBOOK

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Contents

Contacting Us	3	Language, Literacy and Numeracy (LLND)	
Welcome	4	Assessments	30
Our Charter	5	Disabilities	30
Standards for Registered Training Organisations	6	Learner Support, Welfare and Guidance	31
Legislative Requirements	6	Information about Fees and Charges	31
We are subject to a variety of legislation related to training and assessment as well as general business practice. Learners (and our trainers) will be notified where they are directly affected by specific legislative or regulatory requirements. This includes the current:	6	Terms and Conditions	32
Our Partners - Our work with National Government / Regulators	7	Information about Our Training Programs	32
Our Offerings	8	Assessment	35
Our current offerings, as part of Licences 4 Work include:	8	Credit Transfer	36
RTO Responsibilities and our Undertakings	10	Recognition of Prior Learning (RPL)	36
Learner Responsibilities	11	Licence, Tickets and Certificates	41
Workplace Health and Safety Policy	12	Additional Support Services	41
Important Safety Information	12		
Harassment and Discrimination Policy	13	Copyright © - All Rights Reserved (Version 16 – May 2026)	
Working with Children Checks	15	No Part of this publication may be reproduced, stored in a retrieval system or transmitted in any form or by any means – electronic, mechanical, photocopying, recording or otherwise – without the written permission of an authorised officer of Just Careers Training Pty Ltd.	
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Fair treatment and equal opportunity	20	PO Box 3098	
Learner Discipline and Corrective Action	21	Bankstown Square NSW 2200	
Student Grievance (Complaints) Policy and Procedures (Academic & Non- Academic) Definitions	22		
Informal Grievance Procedure	24		
Formal Grievance Procedure	24		
Appendix A - Complaints and Appeals Flow Chart	26		
Enrolment	27		
Unique Student Identifier (USI)	27		
Language, Literacy and Numeracy Assistance	28		
Self-Identification	29		
Training Organisation Identified	29		

Welcome

Welcome to Just Careers Training Pty Ltd (RTO Code 91413).

Just Careers Training is a Registered Training Organisation (RTO) specialising in the delivery of quality training and assessment across a range of industries, including:

- Business
- Transport and Distribution (Warehousing)
- Community Pharmacy
- Food Safety
- Retail
- Customer Contact

Just Careers Training also trades as Licences 4 Work (L4W).

Licences 4 Work delivers machinery licensing courses, first aid, traffic management, and other safety related and regulated training products for the Construction, Civil, and Logistics industries.

Regulatory Requirements

Some training products offered by Just Careers Training and Licences 4 Work are subject to approval by, and compliance with, requirements set by relevant government departments in accordance with applicable legislation, agreements, and contracts.

These requirements may include (but are not limited to):

- Specific training and assessment conditions
- Identification and eligibility requirements
- Application and processing timeframes

It is important that you understand the services we provide, as outlined in this Student Handbook, as well as the specific requirements of your chosen course as detailed in the applicable course information.

Scope of Training and Updates

Our scope of training and assessment may change from time to time as new products are added or training requirements are updated by regulators.

To ensure you have the most current information about our services, please:

- Visit our website: www.licences4work.com.au
- Follow us on our official social media channels for updates and announcements

Our People

Our trainers and assessors are carefully selected, appropriately qualified, and experienced in their fields. The Licences 4 Work team is committed to providing quality training and assessment services and supporting learners throughout their training experience.

Our Charter

Just Careers Training trading as Licences 4 Work is committed to excellence in all aspects of teaching and learning. We believe that quality education is best achieved when learners are actively engaged in their learning journey.

Our motto is:

Learn – Evolve – Exceed – Succeed

We apply this philosophy across our organisation and encourage our learners to do the same. This Student Charter outlines the standards and expectations learners can reasonably expect while undertaking training with us. Ethical and honest behaviour underpins the relationship between Just Careers Training and its students.

This Charter reflects our commitment to meeting the Standards for Registered Training Organisations (RTOs) 2025 and to providing learners with quality training, fair assessment, appropriate support, and respectful learning environments.

Our Values

Our values guide the way we operate and interact with our learners, employers, and stakeholders:

Honesty – We act honestly and expect honest behaviour in return

Integrity – We say what we mean and do what we say

Fairness – We treat others as we expect to be treated

Flexibility – We recognise that there are many ways to achieve goals

Quality – We are committed to high standards in training and service delivery

Technology – We value accessible and user friendly technology

Compliance – We understand our legal obligations and will inform learners of theirs

Simplicity – We aim to keep processes clear and straightforward

Respect and Support – Where appropriate, we go beyond minimum requirements to support our learners

About This Handbook

This Student Handbook has been developed to provide information for learners and employers. Some sections may include more detail than is relevant to every learner.

Information about learner support services, assessment processes, fees and charges, complaints and appeals, and wellbeing support is outlined later in this handbook.

If you have any questions about the content of this handbook, please contact Just Careers Training for clarification.

Throughout this handbook:

- Just Careers Training or JCT refers to the Registered Training Organisation
- Licences 4 Work or L4W refers to our trading name

Detailed information about individual qualifications and courses is available in our Course Information Brochures, which can be obtained:

By contacting our office, or

Via our website: www.licences4work.com.au

We are committed to supporting all learners throughout their training and assessment and aim to provide a positive and rewarding learning experience.

We wish you every success in achieving your training goals.

Contact information for our organisation can be found at the end of this Handbook.

The team at Licences 4 Work (L4W)

Standards for Registered Training Organisations

The Standards for Registered Training Organisations (RTOs) 2025 set out the national requirements for organisations delivering vocational education and training (VET) in Australia. These Standards are the primary mechanism for regulating RTOs and are used to assess both compliance and quality in the delivery of training and assessment services.

Prior to the establishment of the national VET regulator, standards governing RTO registration were contained within earlier national frameworks, including the Australian Quality Training Framework (AQTF). These frameworks have since been replaced by the current Standards for RTOs.

The Australian Skills Quality Authority (ASQA) is the national regulator for Australia's VET sector. ASQA is responsible for registering RTOs and monitoring compliance with the:

- National Vocational Education and Training Regulator Act 2011 (NVR Act)
- Standards for Registered Training Organisations (RTOs) 2025

These Standards are designed to support high quality training outcomes for learners, employers, and industry.

Related National Training Frameworks

In delivering nationally recognised training, Just Careers Training also aligns with the following national frameworks and regulatory requirements:

- Australian Qualifications Framework (AQF)
- The VET regulatory framework, as defined under the 2025 Standards for RTOs
- Data Provision Requirements (as currently in force)

These frameworks support nationally consistent training outcomes and help protect the interests of learners undertaking vocational education and training in Australia.

Just Careers Training is committed to meeting these requirements and delivering training and assessment that upholds the integrity and reputation of the Australian VET system.

Legislative Requirements

Just Careers Training is subject to a range of Commonwealth and State legislation relevant to vocational education and training, workplace safety, privacy, and equal opportunity.

Learners and trainers will be informed where specific legislative or regulatory requirements apply directly to their training, assessment, or licensing outcomes.

Applicable legislation may include (but is not limited to):

Vocational Education & Training

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014

Privacy & Information

- Privacy Act 1988
- Australian Privacy Principles (APPs)

Workplace Health & Safety

- Work Health and Safety Act 2011
- Work Health and Safety Regulations (as applicable in each jurisdiction)

Equal Opportunity & Anti Discrimination

- Racial Discrimination Act 1975
- Disability Discrimination Act 1992
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Relevant State based Equal Opportunity and Anti Discrimination legislation

Intellectual Property

- Copyright Act 1968

Industry Specific Legislation (where applicable)

- Food Standards Australia New Zealand (FSANZ) Food Standards Code
(for Food Safety units and qualifications)

Access to Legislation

Learners may access current versions of Commonwealth and State legislation free of charge via the Australasian Legal Information Institute (AustLII) at:

www.austlii.edu.au

Our Partners and Regulatory Approvals

Just Careers Training Pty Ltd, trading as Licences 4 Work (L4W), works with a range of national and state government bodies and regulators to deliver approved and regulated training and assessment services.

National Regulator

- Registered Training Organisation (RTO Code 91413)

Just Careers Training is registered with the Australian Skills Quality Authority (ASQA), the national regulator for Australia's vocational education and training (VET) sector.

State and Territory Regulatory Approvals

Regulatory approvals apply only to specific courses, delivery locations, and conditions set by the relevant regulator.

New South Wales (NSW)

- Approved by SafeWork NSW for the delivery of:
 - Traffic Control Training
 - General Construction Induction Training (GIT)
 - High Risk Work (HRW) licence units, including: LO, LF, WP, SB, SI, SA and CB
- Approved by the NSW Food Authority (Approval No. 24205) for Food Safety training
- Contracted under NSW Smart and Skilled through Training Services NSW, NSW Department of Education

Queensland (QLD)

- Approved by Transport and Main Roads (TMR) for Traffic Control Training
- Approved by Workplace Health and Safety Queensland (WHSQ) for the delivery of:
 - General Construction Induction Training (GIT)
 - High Risk Work (HRW) licence units, including: LO, LF, EWP, SB, SI, SA and CB

Western Australia (WA)

- Approved by WorkSafe Western Australia / Department of Mines, Industry Regulation and Safety (DMIRS) for the delivery of:
 - General Construction Induction Training (GIT)
 - High Risk Work (HRW) licence units, including: LO, LF, WP, SB, SI, SA and CB

Victoria (VIC)

- Approved Training Provider (ATP) with WorkSafe Victoria for the delivery of:
 - High Risk Work (HRW) licence units, including: LF, LO and WP
- Approved Training Provider (ATP) with WorkSafe Victoria for the delivery of:
 - General Induction Training (GIT)
- Approved by VicRoads to deliver Traffic Management and Traffic Control training in accordance with:
 - Austroads guidelines, as adopted in Victoria
 - Applicable Victorian legislative and regulatory requirements

Traffic Management and Traffic Control training delivered in Victoria aligns with Austroads frameworks as implemented by the relevant state authorities. Approval applies only to specific courses, sites, and conditions set by the regulator.

Important Information for Learners

Regulatory approvals apply only to specific courses, delivery locations, and eligibility conditions determined by the relevant regulator.

Course availability, training requirements, and licensing outcomes may vary between jurisdictions. Learners are encouraged to review the relevant course information and confirm all requirements prior to enrolment.

Our Offerings

Our current offerings, delivered under Licences 4 Work, include (but are not limited to) the following nationally recognised units, skill sets, and licensed outcomes.

Important:

Course availability, licensing outcomes, and regulatory requirements vary by jurisdiction and are subject to regulator conditions. Additional eligibility, assessment, and application requirements may apply.

Please check our website for current offerings.

High Risk Work & Licencing Courses

Code	Title	Outcome
TLILIC0003	Licence to operate a forklift truck	Statement of Attainment for the unit and eligibility to apply for a National High Risk Work Licence – LF*
TLILIC0004	Licence to operate an order picking forklift truck	Statement of Attainment for the unit and eligibility to apply for a National High Risk Work Licence – LO*
TLILIC0005	Licence to operate a boom type elevating work platform (boom length 11 metres or more)	Statement of Attainment for the unit and eligibility to apply for a National High Risk Work Licence – WP*
TLILIC0016	Licence to operate a bridge and gantry crane	Statement of Attainment for the unit and eligibility to apply for a National High Risk Work Licence – CB*
CPCCLSF2001	Licence to erect, alter and dismantle scaffolding – basic level	Statement of Attainment and eligibility to apply for a National High Risk Work Licence – SB*
CPCCLSF3001	Licence to erect, alter and dismantle scaffolding – intermediate level	Statement of Attainment and eligibility to apply for a National High Risk Work Licence – SI*
CPCCLSF4001	Licence to erect, alter and dismantle scaffolding – advanced level	Statement of Attainment and eligibility to apply for a National High Risk Work Licence – SA*
CPCCLDG3001	Licence to perform dogging	Statement of Attainment and eligibility to apply for a National High Risk Work Licence – DG (NSW)*
CPCCLRG3001	Licence to perform rigging – basic level	Statement of Attainment and eligibility to apply for a National High Risk Work Licence – RB (NSW)*

Construction, Civil & Safety Units

Code	Title	Outcome
CPCWHS1001	Prepare to work safely in the construction industry	Statement of Attainment and a General Induction (White Card) or equivalent*
CPCCWHS2001	Apply WHS requirements, policies and procedures in the construction industry	Statement of Attainment for the unit
CPCCDE3030	Identify hazards on demolition sites and apply risk management strategies	Statement of Attainment for the unit
RIICCM202E	Identify, locate and protect underground services	Statement of Attainment for the unit
RIICCM205F	Carry out manual excavation	Statement of Attainment for the unit
RIIWHS204E	Work safely at heights	Statement of Attainment for the unit

Plant & Equipment Operations

Code	Title	Outcome
RIIHAN301E	Operate elevating work platform	Statement of Attainment and EWP Yellow Card issued by the EWPA*
RIIHAN305D	Operate a gantry or overhead crane	Statement of Attainment for the unit
RIIHAN309F	Conduct telescopic materials handler operations	Statement of Attainment and TSHA Card*
RIIMPO317F	Conduct roller operations	Statement of Attainment for the unit
RIIMPO318F	Conduct civil construction skid steer loader operations	Statement of Attainment for the unit
RIIMPO319E	Conduct backhoe/loader operations	Statement of Attainment for the unit
RIIMPO320F	Conduct civil construction excavator operations	Statement of Attainment for the unit

RIIMPO321F	Conduct civil construction wheeled front end loader operations	Statement of Attainment for the unit
RIIMPO337E	Conduct articulated haul truck operations	Statement of Attainment for the unit

Traffic Management Skill Sets

NSW/QLD

Code	Title	Outcome
RIISS00054	Traffic Controller Skill Set	Statement of Attainment and Traffic Controller Card*
RIISS00055	Traffic Management Implementer Skill Set	Statement of Attainment and Implement Traffic Management Plans Card*
RIISS00056	Traffic Management Designer Skill Set	Statement of Attainment and Prepare Work Zone Traffic Management Plan Card*
RIICWD503E / RIIRIS402E	Traffic Management Designer Skill Set	Statement of Attainment and Design Traffic Management Plans Card (NSW)*

WA

Code	Title	Outcome
RIIWHS205E RIIWHS201E RIICOM201E RIIWHS206 RIIWHS303	Traffic Controller Control traffic with Stop-Slow Bat Work Safely and Follow WHS Policies and Procedures Communicate in the Workplace Control traffic with portable traffic control devices and temporary traffic signs Position, set up and program portable traffic control devices	Statement of Attainment and Traffic Controller Card*
RIIWHS302E RIIWHS201E RIICOM201E	Traffic Management Implementer Implement Traffic Management Plans Work Safely and Follow WHS Policies and Procedures Communicate in the Workplace	Statement of Attainment and Implement Traffic Management Plans Card*

Victoria (VIC)

Code	Title	Outcome
RIISS00058	Traffic Controller Skill Set – Urban Streets & Low Volume Rural Roads	Statement of Attainment for the units*
RIISS00059	Traffic Controller Skill Set – High Volume Roads	Statement of Attainment for the units*
RIISS00060	Traffic Management Implementer – Urban Streets & Low Volume Rural Roads	Statement of Attainment for the units*
RIISS00061	Traffic Management Implementer – High Volume Roads	Statement of Attainment for the units*
RIISS00062	Traffic Management Implementer – Motorways & Freeways	Statement of Attainment for the units*

Confined Spaces

Code	Title	Outcome
RIIWHS202E MSMPER205 MSMPER200 MSMPER202	Level I Confined Space Training Enter and work in confined spaces Enter confined space Work in accordance with an issued permit Observe permit work	Statement of Attainment for the units
MSMWHS217	Gas test atmospheres	Statement of Attainment for the unit
RIIWHS202E MSMPER205 MSMPER200 MSMPER202 MSMWHS217 MSMWHS201 RIIRIS201E MSMPER300 PUASAR025	Level II Confined Space Training Enter and work in confined spaces Enter confined space Work in accordance with an issued permit Observe permit work Gas test atmospheres Conduct hazard analysis Conduct local risk control Issue work permits Undertake confined space rescue	Statement of Attainment for the units

Emergency, Fire & First Aid

Code	Title	Outcome
PUAFER008	Confine small emergencies in a facility	Statement of Attainment for the unit
PUAFER005	Operate as part of an emergency control organisation	Statement of Attainment for the unit
CPPFES2005	Demonstrate first attack firefighting equipment	Statement of Attainment for the unit
HLTAID009	Provide cardiopulmonary resuscitation	Statement of Attainment for the unit
HLTAID011	Provide First Aid	Statement of Attainment for the unit
HLTAID012	Provide an emergency first aid response in an education and care setting	Statement of Attainment for the unit

Mining, Environmental & Specialist Training

Code	Title	Outcome
RIISS00033	Underground Coal Mine Safety Skill Set (Standard 11)	Statement of Attainment for the units
RIISS00034	Surface Coal Mine Safety Skill Set (Standard 11)	Statement of Attainment for the units
RIICBS203E	Safely handle bituminous materials	Statement of Attainment for the unit
11084NAT	Course in Asbestos Awareness	Statement of Attainment
10830NAT	Course in Crystalline Silica Exposure	Statement of Attainment

Electrical, Retail & Food Safety

Code	Title	Outcome
UEERL0004	Disconnect and reconnect electrical equipment connected to low voltage installations	Statement of Attainment for the unit
UEERL0003	Test and Tag Conduct in-service safety testing of electrical cord connected equipment and cord assemblies	Statement of Attainment for the units
UEECD0007	Apply work health and safety regulations, codes and practices in the workplace	
SIRCIND002	Support the supply of Pharmacy Medicines and Pharmacy Only Medicines	Statement of Attainment for the unit
SIRRFSA001	Food Safety Supervisor (Retail) Handle Food Safely in a Retail Environment	Statement of Attainment and NSW Food Authority Certificate*
SITXFSA005 SITXFSA006	Food Safety Supervisor (Hospitality) Use hygienic practices for food safety Participate in safe food handling practices	Statement of Attainment and NSW Food Authority Certificate*
SITXFSA005	Food Handler Use hygienic practices for food safety	Statement of Attainment for the unit
SITXFSA005 SITXFSA006	Barista Use hygienic practices for food safety Prepare and serve espresso coffee	Statement of Attainment for the units

Transport & Logistics

Code	Title	Outcome
TLIF0080	Implement and monitor the safety duties of transport activities (Chain of Responsibility)	Statement of Attainment for the unit
TLIK2010	Use infotechnology devices in the workplace	Statement of Attainment for the unit

*Where applicable and subject to regulatory approval and eligibility,

For the most current offerings, please refer to our website or speak with one of our Customer Service staff or Management.

RTO Responsibilities and our Undertakings

At Just Careers Training (JCT), trading as Licences 4 Work, we are committed to providing a safe, respectful, inclusive, and professional learning environment for all learners, staff, contractors, and visitors.

As a learner, you can reasonably expect that we will:

- Deliver quality training and assessment services that represent value for money and align with industry standards, regulatory requirements, and our approved scope of registration;
- Provide clear, accurate, and timely information about course options to enable informed decision making prior to booking and enrolment;
- Ensure our terms and conditions are fair, transparent, and available to learners prior to enrolment;
- Apply our organisational values and comply with applicable legislation, standards, contracts, and regulatory approvals;
- Make reasonable efforts to support learners regardless of gender, age, ethnicity, religion, disability, sexual orientation, cultural background, or mode of study, in accordance with anti discrimination and human rights legislation;
- Maintain and enforce a Code of Conduct, which sets clear expectations for behaviour, professionalism, safety, and respect within our learning and work environments;
- Maintain a training and study environment that is free from harassment, bullying, discrimination, vilification, intimidation, or victimisation of any kind;
- Take a zero tolerance approach to vilification, including antisemitism, racism, religious hatred, or other hate based conduct directed at any individual or group;
- Address concerns, complaints, and behavioural issues fairly, confidentially, and in a timely manner, in accordance with our complaints, appeals, and disciplinary processes;
- Respect learner privacy and only collect personal information where necessary for training and administrative purposes, ensuring information is protected in accordance with privacy legislation;
- Provide learners with access to their personal records upon request, subject to legislative requirements and JCT policies and procedures;
- Ensure training facilities, equipment, and learning environments are safe, accessible, and compliant with applicable Work Health and Safety requirements;
- Ensure training and assessment content remains current, relevant, and informed by industry practice and regulatory requirements;
- Engage trainers and assessors who hold the required qualifications, competencies, and current industry skills;
- Provide constructive feedback as part of the assessment process and reasonable access to staff for consultation, where practicable;
- Make reasonable efforts to support learner participation and progression, and only consider cancellation of enrolment after careful consideration of learner conduct, engagement, and applicable organisational policies.

Learner Responsibilities

While undertaking training with Just Careers Training (Licences 4 Work), learners are expected to:

- Read, understand, and comply with all information provided relating to their course, including course information, entry requirements, terms and conditions, and relevant policies prior to enrolment;
- Act in accordance with the JCT Code of Conduct, including expectations relating to respectful behaviour, safety awareness, and professionalism;
- Treat all other learners, staff, trainers, assessors, and visitors with dignity, courtesy, and respect at all times;
- Refrain from any form of harassment, bullying, discrimination, vilification, or hate based conduct, including antisemitism, racism, religious intolerance, or intimidation directed at any individual or group;
- Follow instructions and guidance provided by trainers and staff, including pre course study requirements, identification requirements, and safety directions;
- Respond promptly to communications required to complete enrolment, training, or assessment activities;
- Respect differing viewpoints and resolve disagreement through respectful and appropriate communication;
- Respect JCT property, facilities, equipment, and training resources;
- Immediately report hazards, incidents, injuries, unsafe conditions, or damage to JCT staff;
- Avoid behaviour that disrupts training, assessment, or the learning experience of others;
- Accept that JCT will apply its policies and procedures, including disciplinary actions, where behaviour is unsafe, disruptive, or unacceptable;
- Maintain reasonable progress in training and assessment and seek assistance when required;
- Submit assessment work that is authentic, their own, and free from plagiarism or unauthorised collaboration;
- Adhere to JCT processes for assessment, re assessment, re submission, and extension requests;
- Provide feedback to support the continuous improvement of training, trainers, services, and facilities.

Workplace Health and Safety (WHS)

Just Careers Training Pty Ltd, trading as Licences 4 Work (L4W), is committed to providing and maintaining a safe and healthy environment for all learners, staff, contractors, and visitors.

We comply with the Work Health and Safety Act 2011 (NSW) and equivalent Work Health and Safety or Occupational Health and Safety legislation applicable in other jurisdictions where we deliver training, including Victoria, Queensland, and Western Australia.

Our WHS Commitments

Just Careers Training will:

- Take all reasonably practicable steps to provide a training and work environment that is safe and without risk to health;
- Ensure training and assessment activities are planned and conducted in a manner that minimises risk to learners, staff, and others;
- Conduct regular facility, site, and activity checks to identify hazards and manage risks;
- Ensure assessments are not conducted in a manner that unnecessarily exposes any person to hazard or harm;
- Comply with lawful instructions issued by host employers or site controllers for the purposes of risk management and hazard control;
- Maintain and implement a Workplace Health, Safety and Environmental (WHSE) Policy and Procedure that applies to all training and assessment activities.

Important Safety Information

A hazard is anything that has the potential to cause harm.

A risk is the likelihood that harm will occur and the severity of its consequences.

Just Careers Training regularly identifies hazards and applies appropriate risk control measures, including eliminating or minimising risks wherever practicable.

All learners and visitors are required to follow safety instructions, directions, inductions, and signage within training environments and surrounding areas.

Learners must:

- Immediately report any hazardous or unsafe conditions to JCT staff;
- Immediately report any incident, accident, injury, or near miss;
- Follow all evacuation instructions if a fire alarm sounds or evacuation is directed:
 - Remain calm
 - Leave belongings behind
 - Proceed to the designated evacuation point
 - Do not leave the evacuation area until instructed
- Pay attention to site maps, evacuation notices, and safety information displayed at training venues;
- Participate in inductions provided for training centres, sites, or specific activities;

- Exercise caution and follow instructions when operating near or around machinery or equipment used for training purposes.

Failure to comply with WHS instructions may result in removal from training activities in accordance with JCT policies.

Harassment, Discrimination and Anti Vilification

Just Careers Training is legally and ethically committed to providing an environment that is safe, inclusive, respectful, and free from harassment, discrimination, bullying, vilification, and victimisation.

This commitment applies to all learners, staff, trainers, assessors, contractors, and visitors.

Our Position

Just Careers Training:

- Does not tolerate harassment, discrimination, bullying, vilification, or victimisation in any form;
- Takes a zero tolerance approach to hate based conduct, including antisemitism, racism, religious hatred, or conduct that demeans or intimidates individuals or groups;
- Maintains a Code of Conduct that clearly sets expectations for appropriate behaviour and respectful interaction;
- Ensures staff are supported to uphold these expectations and respond appropriately to concerns;
- Maintains fair and effective Complaints and Appeals procedures, which are outlined elsewhere in this Handbook.

At no time is it acceptable for staff or learners to behave in a deceptive, misleading, hostile, or discriminatory manner, nor will such behaviour be tolerated.

Definitions

For the purposes of this Handbook:

- Bullying refers to repeated, unreasonable behaviour that intimidates, humiliates, offends, or undermines a person or group. This may include verbal abuse, threats, exclusion, unjustified criticism, or deliberate interference with a person's work or learning.
- Confidentiality refers to information kept in trust and disclosed only to those who have a legitimate need to know.
- Discrimination is unfair or unequal treatment based on personal attributes such as race, religion, sex, age, disability, sexual orientation, or other protected characteristics.
- Harassment is unwelcome conduct that offends, humiliates, or intimidates, including verbal, physical, or written behaviour.
- Racial or Religious Vilification includes offensive, abusive, threatening, or demeaning behaviour

or material directed at a person or group based on race, ethnicity, or religion, including antisemitic conduct.

- Sexual Harassment is any unwelcome sexual behaviour that makes a person feel offended, humiliated, or intimidated.
- Victimisation occurs when a person is treated unfairly because they have made, supported, or participated in a complaint.
- Vilification occurs when a person publicly incites hatred, contempt, or severe ridicule against a person or group based on a protected attribute.

Principles and Complaint Handling

- All people have the right to participate in an environment free from harassment, discrimination, and vilification;
- All complaints will be treated seriously, impartially, and sensitively, with confidentiality maintained wherever possible;
- Just Careers Training has a responsibility to take timely and appropriate action when concerns are raised;
- Complaints will be handled in accordance with our formal Complaints and Appeals Policy;
- Both the complainant and the respondent will be provided with appropriate information, support, and assistance;
- Victimisation of any person involved in a complaint process is unacceptable and will not be tolerated;
- Legitimate, respectful feedback provided in an appropriate manner does not constitute harassment or discrimination;
- All parties are expected to participate in complaint resolution processes honestly and in good faith. Frivolous or malicious complaints will not be accepted.

Working with Children Checks

Just Careers Training Pty Ltd, trading as Licences 4 Work (L4W), is committed to providing a safe learning environment for all learners, including those under the age of 18.

All trainers and assessors engaged by Just Careers Training hold, or are required to hold, a current Working With Children Check (WWCC) or equivalent clearance where required by legislation, based on:

- The nature of the training being delivered; and
- The jurisdiction in which the training takes place.

Where a learner is under 18 years of age:

- A parent or legal guardian must review the relevant enrolment documentation; and
- Written consent from a parent or legal guardian is required as part of the enrolment process.

Child Safety and Under-18 Learners

Just Careers Training is committed to the safety and wellbeing of learners under 18 years of age.

Where learners under 18 are enrolled, Just Careers Training manages risks to their safety and wellbeing having regard to child-safe principles, the nature of the training being delivered, and the mode of delivery.

Concerns relating to the safety or wellbeing of a learner under 18 may be raised with Just Careers Training management at any time.

Privacy and Confidentiality

Just Careers Training takes the privacy and confidentiality of learners and clients seriously and is committed to protecting personal information in accordance with legislative requirements.

We comply with the Privacy Act 1988 (Cth) and the Australian Privacy Principles (APPs) in relation to the collection, use, storage, and disclosure of personal information.

Personal information is collected only where necessary for:

- Training delivery and assessment
- Enrolment administration
- Regulatory and statutory reporting
- Legitimate business operations

Where required by law, regulation, contractual obligation, or the Standards for Registered Training Organisations (RTOs) 2025, learner information may be disclosed to authorised government bodies or regulators.

In all other circumstances, personal information will only be disclosed with the learner's consent.

Use and Disclosure of Information

Learners may consent, through enrolment documentation, to Just Careers Training discussing training progress with:

- An employer (where the employer has sponsored or arranged the training); or
- A referring organisation, where applicable.

Learner information may also be disclosed without consent where required or authorised by law, including (but not limited to):

- Regulatory reporting to ASQA or other authorised bodies
- AVETMISS or other mandated data submissions
- Compliance with lawful requests such as subpoenas, warrants, or investigations

Australian Privacy Principles (Summary)

In accordance with the Australian Privacy Principles, Just Careers Training:

1. Collects only information necessary for its functions and informs learners of the purpose of collection;
2. Uses and discloses personal information only for authorised purposes;
3. Takes reasonable steps to ensure information is accurate, complete, and current;
4. Protects personal information from misuse, loss, and unauthorised access or disclosure;
5. Maintains clear information about privacy management practices;
6. Provides learners with access to their personal information and the ability to request corrections;
7. Uses government identifiers (including Unique Student Identifiers – USI) only as permitted by law;
8. Provides opportunities for anonymous interaction where lawful and practicable;
9. Applies privacy protections to any overseas disclosure of information (if applicable);
10. Seeks consent when collecting sensitive information, such as health or criminal history information.

Access to Personal Information

Learners are entitled to request access to their personal records held by Just Careers Training, subject to legislative requirements and organisational policies.

This includes enrolment records, training records, and assessment outcomes.

Requests for access should be made in writing.

Participant Training Records

Just Careers Training is committed to maintaining accurate, secure, and confidential training and assessment records.

Record Storage and Security

- Hard copy records are stored in secure, locked locations;
- Electronic records are managed through aXcelerate, our student management system, and protected by secure access controls;
- Digital systems are safeguarded through appropriate security measures, including password protection, firewalls, and virus protection;
- Regular data backups are conducted by the RTO Head Office.

Use of Images and Recordings

- Photographs, audio, or video recordings taken during training or related activities may be used for marketing or promotional purposes;
- Consent for this use is obtained through the enrolment process;
- Learners who do not consent must notify Just Careers Training in writing.
- Audio, or video recordings that may be taken at our site are in public areas and are used for ensuring the safety and security of all.

Record Retention

Training records are retained in accordance with regulatory, contractual, and legislative requirements, including:

- AQF certification documentation and assessment records retained for at least 30 years, where required;
- Other training and administrative records retained for the period relevant to the course, funding, or activity;
- Business, financial, and taxation records retained for a minimum of 7 years.

Some courses and regulators impose different record retention requirements. Learners may contact Customer Service for further information.

Access to Training Records

Access to learner records is restricted to authorised parties, including:

- Trainers and assessors who require access to deliver and assess training;
- Management staff for operational and compliance purposes;
- Regulatory authorities (such as ASQA) or government departments where authorised by law or contract;
- Other authorities where legally required (e.g. subpoenas or lawful investigations);
- Learners requesting access to their own records in writing;
- Third parties only where the learner has provided written consent.

To protect learner privacy, requests for copies of training records must:

Be made in writing; and

Include sufficient identification to verify the requester's identity.

Requested records will be provided within 14 working days, unless a lawful exception applies.

Accordingly:

- The first copy of qualification or results may be provided free of charge;
- Replacement or additional copies may attract a \$30 administration fee per document, as outlined in the relevant course terms and conditions.
- Consent will be required if your employer or referrer requests training certification

Business Continuity

If Just Careers Training ceases to operate as a Registered Training Organisation, all student records will be dealt with in accordance with regulatory requirements, including transfer to ASQA or the appropriate authority, in the format and manner required at that time.

Access & Equity Policy & Procedure

Just Careers Training (JCT) is committed to providing accessible, fair, and inclusive vocational education and training in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and applicable equal opportunity legislation.

JCT recognises that equitable access to training supports positive learner outcomes and enables individuals to develop knowledge and skills that enhance employment and life opportunities.

We acknowledge that some groups within society may experience barriers to participation or unequal educational outcomes. JCT is committed to reducing barriers to access and supporting participation where appropriate, through fair practices and reasonable adjustment.

These groups may include (but are not limited to):

- Aboriginal and Torres Strait Islander peoples
- People from non English speaking backgrounds
- People with disability
- Older people
- Young people identified as being at risk
- Women
- People who are rurally or geographically isolated

This policy supports best practice training delivery by promoting inclusive strategies that improve access and participation, while maintaining consistent and fair training and assessment standards for all learners.

Just Careers Training is committed to fostering a culturally safe learning environment for Aboriginal and Torres Strait Islander learners and to promoting inclusion, respect, and participation for all learners.

Scope

This policy applies to all learners, staff, and clients of Just Careers Training.

Procedure

In support of access and equity principles, JCT will seek to ensure that training programs and services

are relevant, accessible, fair, and inclusive by:

- Providing accurate and accessible information to prospective learners to support informed decision making;
- Delivering training and assessment that aligns with industry requirements and workforce needs;
- Ensuring learners are assessed and supported on an individual basis, without discrimination;
- Implementing fair and transparent enrolment, training, and assessment processes;
- Offering reasonable adjustment and support to learners, based on individual needs and in accordance with legislative and regulatory requirements;
- Reviewing training environments, resources, and practices to reduce unnecessary barriers to participation.

Legislative Obligations

This policy reflects JCT's legal obligations under relevant Commonwealth and State or Territory equal opportunity and anti discrimination legislation.

JCT is committed to ensuring its training and work environments are non discriminatory and that learners are treated fairly, equitably, and with respect.

Roles and Responsibilities

Just Careers Training is responsible for ensuring that:

- Its policies, procedures, and practices support access, equity, and fair treatment;
- Information about access, equity, and available support is provided to learners;
- Staff act in a respectful, inclusive, and non discriminatory manner when engaging with learners and clients;
- Learners are informed of their rights and responsibilities within the training environment.

All staff are expected to understand and implement this policy and to engage with learners in a courteous, sensitive, and professional manner.

Fair treatment and equal opportunity

Just Careers Training Pty Ltd (JCT) is committed to ensuring fair treatment, equity, and equal opportunity for all existing and prospective learners.

Selection, enrolment, training, and assessment processes are conducted in a manner that is open, fair, transparent, and consistent.

Our Commitment

JCT ensures that:

- All learners are assessed for entry against published entry requirements using consistent processes, regardless of background, personal circumstances, or eligibility for government funding;
- Applicants who may be eligible for government subsidised training or loan programs are advised of this during the enrolment process, where applicable;
- Eligibility or ineligibility for funding does not advantage or disadvantage an applicant in relation to training or assessment decisions;
- Training and assessment decisions are made on an individual, merit based basis;
- Learners who are refused entry may request a written explanation outlining the reasons for the decision and may appeal this outcome through JCT's Complaints and Appeals process;
- Equity of access to vocational education and training is actively promoted;
- Reasonable adjustment and learner support may be provided based on individual needs and in accordance with regulatory and legislative requirements.

General Course Entry Considerations

Entry to courses may involve consideration of:

- Whether required prerequisites are met;
- Relevant prior study, qualifications, licences, or work experience where applicable;
- Where a course has limited places and more eligible applicants than positions available, enrolments may be offered on a first come, first served basis.

Course Suitability and Pre-Enrolment Review

Before enrolment, Just Careers Training undertakes a review of the learner's skills, competencies, and course suitability, having regard to the requirements of the training product.

This review may include consideration of:

- Language, literacy, numeracy and digital capability;
- Any entry requirements, prerequisites, licences, or prior learning requirements;
- The learner's prior study, work experience, or existing competencies;
- The learner's capacity to participate in the mode of delivery and complete the course requirements.

Based on this review, Just Careers Training will provide advice to the prospective learner about whether the training product is suitable for them.

Where a course is not considered suitable at that time, the learner may be:

- Advised of alternative pathways or support options; and/or
- Referred to other services or programs where appropriate.

Learner Discipline and Corrective Action

Just Careers Training maintains standards of behaviour that support a safe, respectful, and productive learning environment for learners, staff, and visitors.

Disciplinary processes exist to:

- Protect the health, safety, and wellbeing of all participants;
- Maintain a positive learning environment; and
- Uphold the integrity and reputation of the organisation.

Corrective Action

Where concerns arise regarding learner conduct:

- Early corrective action, such as discussion, clarification, counselling, or meetings, will generally be the first step;
- These measures are intended to support behaviour improvement and resolve issues promptly;
- Learners will be advised of their right to access the Complaints and Appeals process if they believe corrective action is unfair or inappropriate;
- Matters will be managed fairly, with all affected parties provided an opportunity to be heard;
- Investigations will be conducted by management staff who were not directly involved in the matter, where practicable.

Disciplinary Action

Disciplinary action, including suspension or cancellation of enrolment, may occur where a learner engages in serious or repeated misconduct, including (but not limited to):

- Unsafe, disruptive, or inappropriate behaviour;
- Attending training under the influence of drugs or alcohol;
- Use, possession, or distribution of drugs or alcohol at any training or assessment location;
- Failure to follow reasonable and lawful instructions;
- Reckless, destructive, or dangerous conduct;
- Disrespectful, improper, or unlawful behaviour;
- Violence, threats, intimidation, or aggressive conduct of any kind.

Important:

Violence, threats, or intimidation will not be tolerated and may result in immediate cancellation of enrolment and referral to relevant authorities, including police where appropriate.

JCT supports appropriate and constructive mechanisms for raising concerns or grievances. Information about these processes is available elsewhere in this Handbook or upon request.

Student Grievance (Complaints) and Appeals (Academic & Non-Academic)

Definitions

For the purposes of this policy:

- Student – any person enrolled or seeking to enrol with Just Careers Training (JCT)
- Complainant – a student who lodges a complaint or appeal
- Respondent – the person or organisation named in the complaint
- Training Organisation – Just Careers Training Pty Ltd and its representatives

Scope

This policy applies to:

- All students
- All staff and representatives
- All academic and non academic matters arising from JCT operations

Complaints may relate to the organisation, any third-party service provider engaged by Just Careers Training, or any person employed or contracted by the organisation.

Overview

Just Careers Training is committed to providing an effective, fair, timely, and confidential complaints and appeals process.

- Academic matters relate to student progress, assessment decisions, course delivery, or certification outcomes.
- Non academic matters relate to issues outside academic outcomes, including administrative matters, conduct, or the handling of personal information.

Students may access the complaints and appeals process regardless of location, delivery mode, or place of residence.

Where a complaint or appeal is in progress, JCT will maintain the student's enrolment unless there is a demonstrated risk to health, safety, or wellbeing.

General Principles

All complaints and appeals are managed in accordance with the principles of natural justice and procedural fairness, including:

- The right of all parties to be heard;
- Timely acknowledgement of complaints and appeals;
- The right to support or assistance from a third person;
- Freedom from victimisation;
- Confidential handling of matters where possible;
- Written records of decisions and outcomes;
- Regular updates where timeframes are extended;
- Access to records upon request.

There is no cost to students for internal complaint stages.

If requested by the appellant, Just Careers Training will provide access to review by an independent party at no or low cost to the appellant.

Informal Grievance Procedure

Students are encouraged (but not required) to attempt informal resolution by discussing the matter directly with the person concerned.

A student may proceed directly to the formal process at any time, particularly for non academic grievances.

Formal Grievance Procedure

Stage One – Formal Resolution

- Academic grievances should be lodged in writing with a Manager.
- Non academic grievances should be lodged in writing.
- Complaints may be submitted directly by the student or with assistance from staff.
- Written acknowledgement will be provided within 3–5 working days.
- The outcome will be communicated in writing within 14 working days.
- Where additional time is required, the complainant will be advised of the reason and expected timeframe.

Stage Two – Appeal

- If unsatisfied, the student may lodge a written appeal within 21 working days of receiving the Stage One outcome.
- The appeal will be reviewed by the National Quality Manager (or delegate).
- A written outcome, including reasons, will be provided within 21 working days.

Stage Three – External Review

If the matter remains unresolved, the student may request an independent external review or mediation:

- Just Careers Training will assist in identifying an appropriate independent review or mediation service;
- If the appellant requests independent review, access will be provided at no or low cost to the appellant;
- Recommendations arising from external review will be considered and, where appropriate, implemented within 30 days.

(Refer to Appendix A – Complaints and Appeals Flow Chart)

Further External Options

If a complainant has exhausted all internal stages and remains dissatisfied, they may pursue external options, including:

- National Training Complaints Hotline
Phone: 13 38 73 (Monday–Friday, 8:00am to 6:00pm AEST)
Email: skilling@education.gov.au
- Australian Skills Quality Authority (ASQA)
Information on making a complaint is available at:
www.asqa.gov.au

Learner Feedback and Continuous Improvement

Just Careers Training values learner feedback and encourages learners to provide feedback about their training, assessment, support services, trainers, facilities, and overall experience.

Feedback may be provided through:

- Surveys or feedback forms;
- Direct communication with staff or trainers;
- Online review platforms;
- The Complaints and Appeals process; or
- Other feedback opportunities provided by Just Careers Training.

Feedback is reviewed and, where appropriate, used to support the continuous improvement of training, assessment, learner support, facilities, and services.

Enrolment

To enrol in a course with Just Careers Training (Licences 4 Work), learners are required to:

- Make a booking and payment via the website, by phone, or in person after reviewing course information, requirements, inclusions, and terms and conditions;
- Complete all required enrolment documentation (additional eligibility processes may apply for specific courses);
- Provide suitable identification as required for the specific course or licensing outcome;
- Provide a valid Unique Student Identifier (USI).

Enrolment is not finalised until all requirements are met.

No AQF certification can be issued without a valid USI or an approved exemption.

Withdrawal, Transfer, Deferral and Cancellation

Learners who wish to withdraw from a course, request a transfer to another course or date, or seek a deferral (where available) should contact Just Careers Training as soon as possible.

Withdrawal

A learner may withdraw from training by notifying Just Careers Training in writing. Withdrawal may have implications for:

- Refund eligibility;
- Government funded training entitlements;
- Completion outcomes; and
- Any future re-enrolment requirements.

Transfer or Reschedule

Requests to transfer or reschedule are considered in accordance with the relevant course terms and conditions. Fees may apply where this has been disclosed prior to enrolment.

Deferral

Deferral may be available for some courses or programs, depending on the training product, regulatory conditions, funding arrangements, and course duration. Learners should contact Just Careers Training to discuss whether deferral is available.

Cancellation by Just Careers Training

Just Careers Training may cancel or reschedule a course where necessary due to operational, regulatory, safety, or other legitimate reasons. Where this occurs, affected learners will be advised as soon as practicable and provided with information about available options, which may include transfer, rescheduling, or refund in accordance with the Refund Policy.

Unique Student Identifier (USI)

Overview

From 1 January 2015, all learners undertaking nationally recognised training delivered by a Registered Training Organisation must have a Unique Student Identifier (USI).

A USI is a 10 character alphanumeric code that provides lifelong access to a learner's nationally recognised training records.

Why a USI Is Important

A USI allows learners to:

- Access and manage their training records online;
- Provide their USI to training organisations;
- Control access to their transcript;
- Share verified training results with employers or future training providers;
- Download statements of attainment and certificates.

Who needs a USI?

A USI is required for:

- Learners enrolling in nationally recognised training for the first time;
- School students undertaking nationally recognised training;
- Learners continuing nationally recognised training commenced in previous years.

How to get a USI

Creating a USI is free and can be done online at:

<https://www.usi.gov.au/students/get-a-usi>

Learners are encouraged to review the USI Privacy Notice on the official website.

Language, Literacy, Numeracy and Digital (LLND) Support

Just Careers Training is committed to supporting learners to successfully complete their training, including learners with LLND support needs.

Information about LLND requirements and available support is provided:

- In course information materials;
- During enrolment;
- By staff or trainers; and

- In this Student Handbook.

Learners requiring LLND assistance are encouraged to contact any training centre or the Customer Call Centre.

Identifying Support Needs

Support needs may be identified through:

- Learner self disclosure;
- The enrolment or pre training review process;
- Interaction with enrolment staff, trainers, or assessors;
- Completion of LLND assessment tools, where appropriate.

Outcomes of Support Identification

Following identification:

- Learners may receive reasonable adjustments and/or additional support; or
- Where participation is not currently suitable, learners may be advised accordingly and refund eligibility assessed under the Refund Policy.

Support and Reasonable Adjustments

Support and adjustments may include:

- Adjustments to training duration;
- Modified assessment methods (where permitted);
- Additional assessment time;
- Alternative delivery methods or scheduling;
- Additional learning resources or assistance.

Adjustments will not compromise the integrity of training or assessment outcomes.

Advice and Referral

- Where learners are unable to proceed at this time, JCT may refer learners to external services, including:
- Skills for Education and Employment (SEE) Program;
- Be Connected – Every Australian Online;
- Reading Writing Hotline (www.readingwritinghotline.edu.au).

Disabilities and Reasonable Adjustment

Just Careers Training is committed to providing inclusive and accessible training and assessment.

Where appropriate, reasonable adjustments may be applied:

- In consultation with the learner;
- On an individual basis;
- Without compromising training package or assessment integrity.

Learners are encouraged to discuss support needs prior to enrolment or at any time during the course.

Access to Trainers, Assessors and Support Staff

Learners will be informed how and when to contact their trainer, assessor, or relevant support staff.

Depending on the course, support may be available:

- During scheduled training sessions;
- Through direct contact with the trainer or assessor;
- Through the Just Careers Training office or Customer Service team; or
- Through other communication methods advised at commencement.

Learner queries will be responded to in a timely manner, having regard to the nature of the request and the mode of delivery.

Learner Support, Welfare and Guidance

Just Careers Training is committed to supporting learners to successfully complete training and assessment.

Learners experiencing difficulty are encouraged to:

- Speak with their trainer or assessor; or
- Contact another member of JCT staff.

Where needs exceed JCT's support capacity, learners will be:

- Informed; and
- Provided with referral information for appropriate external services.

Learners may raise support or welfare concerns at any time.

Wellbeing Support Services

Just Careers Training recognises that learner wellbeing can affect participation, engagement, and successful completion of training.

Learners may seek support for issues affecting their physical, mental, or emotional wellbeing by contacting Just Careers Training. Where support is within our scope and capacity, assistance will be provided. Where appropriate, learners may be referred to external wellbeing or crisis support services.

Information about available wellbeing support services is provided in this Handbook and may also be provided by staff during enrolment, induction, or throughout the learner's course.

Information about Fees and Charges

Just Careers Training Pty Ltd, trading as Licences 4 Work (L4W), is committed to ensuring learners receive clear, accurate, and transparent information about all fees, charges, terms, and conditions prior to enrolment, in accordance with the Standards for Registered Training Organisations (RTOs) 2025 and Australian Consumer Law.

Detailed information about course fees, additional charges (where applicable), terms and conditions, and refund arrangements is available:

- On our website; and/or
- In the relevant Participant Information Brochure; or
- By contacting Just Careers Training directly.

Learners (or the person paying the fees) are provided with this information before enrolment and are encouraged to read and understand it carefully.

Rescheduling fees

Rescheduling fees (where applicable) are disclosed prior to enrolment in course information, terms and conditions, or written communications.

For classroom government funded programs:

- Scheduled support or catch up sessions are generally included at no additional cost; and
- Additional or optional sessions may be made available for a fee, where this has been clearly disclosed prior to enrolment.

Learners should refer to the applicable course information or contact the office for clarification.

Reassessment fees

Re assessment fees (where applicable) are disclosed in advance and documented in course information or enrolment terms and conditions.

Reasons for re assessment may include (but are not limited to):

- Non completion of required assessment tasks within agreed timeframes;
- Assessment outcomes assessed as Not Satisfactory after reasonable attempts;
- Attendance or conduct issues impacting assessment completion; or
- Course or enrolment expiry as outlined in course information.

Information about assessment pathways, outcomes, and reassessment options is provided in learning and assessment materials issued for each course.

Learners who believe an assessment decision or re assessment requirement is unfair may access the Complaints and Appeals process, outlined earlier in this Handbook.

Terms and Conditions

Just Careers Training applies fair and transparent terms and conditions to all courses.

Learners are required to confirm that they have read and accepted the applicable terms and conditions prior to enrolment.

Course specific terms and conditions are provided with course marketing and enrolment information.

Refunds and Cancellations

Just Careers Training maintains a fair and transparent Fees, Refunds, and Fee Protection Policy.

- Refund eligibility varies depending on the course, funding arrangement, and timing of withdrawal or cancellation.
- Enrolment fees, where charged, are generally non refundable once enrolment has occurred, unless otherwise required by law or contract.
- Other fees may be refundable in accordance with the Refund Policy.
- Approved refunds are processed using the original method of payment and made to the original payer.

Information about fee protection arrangements for prepaid fees is also provided prior to enrolment.

Learners are encouraged to review the Refund Policy and contact Just Careers Training on 1300 558 241 if clarification is required.

Consumer protection information is available via the Australian Competition and Consumer Commission (ACCC) at:
<https://www.accc.gov.au>

Information about Our Training Programs

Just Careers Training is committed to ensuring learners are fully informed and appropriately supported before and during training, so they can make informed decisions and participate successfully.

Information Provided Prior to Commencement

Before training commences, learners will be provided with, or given access to, relevant information which may include (depending on the course):

- An introduction to Just Careers Training and the allocated trainer or assessor;
- Course requirements, including:
 - Entry requirements;
 - Legislative, regulatory, or licensing requirements (where applicable);
- This Student Handbook;
- Course outlines and Participant Information Brochures;
- Training and assessment arrangements (e.g. classroom, workplace, one to one, blended delivery);
- Training schedules, including duration and frequency;
- Learning methods to be used;
- Assessment methods, including permitted alternative approaches;
- Information about working with trainers, supervisors, or mentors (where applicable);
- Induction information, which may include:
 - Enrolment documentation;
 - LLND assessment information;
 - Pre training review processes;
 - Learning materials and resources;
- Any prerequisite requirements;
- The importance of learner feedback;
- Completion requirements and issuance of AQF certification;
- Pathways following completion of training;
- Fees, charges, and applicable terms and conditions.

Information is available via the website, enrolment materials, training staff, and induction processes.

Third-Party Delivery and Services

Where Just Careers Training engages an approved third party to provide services on its behalf, learners will be informed of the arrangement where it is relevant to their course.

Third-party services may include activities such as:

- Training delivery;
- Assessment support;
- Recruitment or enrolment support;
- Induction or learner support services; or
- Fee collection or administration.

Just Careers Training remains responsible for the quality of training and assessment services delivered on its behalf and for ensuring those services meet applicable regulatory requirements.

Training Product Changes, Supersession and Transition

From time to time, qualifications, skill sets, accredited courses, and units of competency may be superseded, deleted, expired, or updated by the relevant training package or course owner.

Where a training product change affects a learner's enrolment, Just Careers Training will inform affected learners as soon as practicable and explain:

- The nature of the change;
- Whether transition arrangements apply;
- Any teach-out or completion options available; and
- Any impact on course outcomes, licensing outcomes, or certification.

Where required, Just Careers Training will manage transition arrangements in accordance with regulatory requirements and provide learners with reasonable information and support to complete or transition their training.

Flexible Delivery and Assessment

Training and assessment arrangements are designed to meet learner needs while maintaining the integrity of the qualification or unit of competency.

Where appropriate and permitted, flexibility may be offered. Any flexibility:

- Is discussed with the learner;
- Is applied on a case by case basis; and
- Does not reduce or compromise competency or assessment requirements.

Examples of flexibility may include:

Course Structure

- Block delivery;
- Completion of some learning outside scheduled class time.

Learning Methods

- Observation or demonstration rather than written activities;
- Practical, hands on learning approaches.

Assessment Methods

- Verbal questioning instead of written responses (where permitted);
- Collection of evidence from current work practices or prior experience.

Additional services or extended training beyond agreed arrangements may incur extra fees, which will be disclosed in advance.

Learning and Assessment With Just Careers Training

Learning

Just Careers Training recognises that learners have different learning preferences and uses a variety of learning approaches, including:

- Visual
- Aural
- Verbal
- Physical
- Logical
- Social
- Independent learning methods

Learners are encouraged to discuss learning preferences or concerns with their trainer.

Some courses include online learning components, which may expand over time.

Learning Resources

Learners are provided with resources appropriate to their course, which may be:

- Developed by Just Careers Training; or
- Adapted from reputable industry or training sources.

Workplace Based Learners

Workplace based learners may utilise:

- Work based tasks and activities;
- Support from supervisors or managers;
- Workplace systems, policies, and procedures;
- Trainer or mentor guidance;
- Industry publications and online resources.

Non Workplace or Unemployed Learners

Learners not currently employed in the relevant industry may access:

- Trainer guidance and classroom based activities;
- Simulated workplace tasks;
- Host employer support (where applicable);
- Learning resources and online materials.

Role of the Trainer

Trainers facilitate learning and assessment and are available to:

- Provide guidance and clarification;
- Support learner progress; and
- Share relevant industry experience.

Learners are provided with trainer contact details or may contact the JCT office for assistance.

Assessment

Just Careers Training is approved to deliver training and assessment and issue AQF Qualifications and Statements of Attainment within its scope of registration.

To achieve certification, learners must demonstrate competency against:

- Training package requirements;
- Units of competency; and
- Applicable licensing authority requirements (where relevant).

Training Packages and Units of Competency

- Training Packages are developed by industry;
- Units of competency define required skills and knowledge;
- Units of competency are the smallest assessable component of nationally recognised training.

Assessment Methods

Assessment methods vary and may include:

- Written or short answer responses;
- Practical tasks or projects;
- Role plays or scenarios;
- Workplace or simulated observations;
- Third party reports;
- Evidence portfolios.

Assessment decisions are based on demonstrated competence and applied consistently.

Credit Transfer

Just Careers Training recognises AQF qualifications and units issued by other Registered Training Organisations.

Credit Transfer:

- Requires original or verified AQF documentation;
- Is granted where unit codes and titles are equivalent;
- Attracts no assessment fees.

Where equivalence cannot be confirmed, Recognition of Prior Learning (RPL) may be considered.

Recognition of Prior Learning (RPL)

RPL assesses prior skills, knowledge, and experience against unit requirements.

Possible outcomes:

1. Unit awarded;
2. Further evidence required;
3. Further training required.

Learners may be granted up to three assessment attempts. Additional fees may apply depending on funding arrangements. Appeal rights apply.

Assessment Timing and Decisions

Assessment requirements and schedules are discussed during induction and reinforced throughout training.

Assessment decisions are made using the Rules of Evidence:

- Valid
- Sufficient
- Authentic
- Current

Tasks are marked as:

- Satisfactory (S), or
- Not Satisfactory (NS)

Feedback is provided for all assessment attempts, including guidance on reassessment options.

Unit and Course Outcomes

Final outcomes for individual units of competency are recorded as:

- Competent (C), or
- Not Yet Competent (NYC)

To achieve a unit outcome of Competent, a learner must demonstrate competence and receive Satisfactory results for all required assessment components for that unit.

Where a learner remains Not Yet Competent after the allowable assessment attempts:

- Options such as further training, reassessment, or additional support will be discussed; and
- Additional fees may apply depending on the funding arrangement and course terms.

Learners have the right to appeal assessment outcomes in accordance with the Complaints and Appeals process outlined in this Handbook.

Issuing of Qualifications and Statements of Attainment

All training and assessment delivered by Just Careers Training is nationally recognised and aligned with the Australian Qualifications Framework (AQF).

Just Careers Training will issue:

- AQF Qualifications and/or
- Statements of Attainment

only for training products that are within its scope of registration, as published on training.gov.au.

Certification will be issued:

- Within 14 days of the learner being assessed as competent and all administrative requirements being met (including a valid USI);
- In accordance with the Standards for RTOs 2025 and AQF requirements.

Additional information:

- A record of results (transcript) listing achieved units is issued with AQF qualifications;
- Where a learner does not complete a full qualification, a Statement of Attainment will be issued for units successfully completed, in accordance with regulatory requirements.

Certification Review

In rare circumstances where a post issuance review identifies that assessment evidence is incomplete or does not meet regulatory requirements, Just Careers Training may:

- Suspend or withdraw the certification; and
- Request additional assessment evidence or reassessment to confirm competency.

Any such action will be managed:

- In accordance with regulatory requirements; and
- In consultation with the learner.

Licences, Tickets and Certificates

Some training programs delivered by Just Careers Training are undertaken for the purpose of applying for a licence, ticket, or certificate issued or authorised by an external governing body.

Licensing and regulatory requirements may include:

- Meeting specific eligibility criteria;
- Providing required identification;
- Completing application documentation;
- Paying fees charged by licensing authorities or third parties; and
- Submitting applications within prescribed timeframes.

Important:

Successful completion of training and assessment does not guarantee the issue of a licence, ticket, or certificate by a regulatory authority. Final decisions are made by the relevant licensing body in accordance with their legislation, policies, and processes.

Just Careers Training will provide learners with information about licensing or certification requirements:

- Prior to enrolment where possible;
- During training and assessment; and
- Where relevant, following completion.

Learners are responsible for ensuring they meet all external licensing and application requirements.

Additional Support Services

Just Careers Training encourages learners who require additional support—whether related to study, personal circumstances, or wellbeing—to contact us.

Where support is within our scope and capacity, assistance will be provided. Where appropriate, learners may be referred to external support services.

The following services are available nationally.

Mental Health and Crisis Support

Lifeline Australia

13 11 14 (24 hours)

www.lifeline.org.au

Confidential crisis support and suicide prevention services.

Beyond Blue

1300 22 4636

www.beyondblue.org.au

Support for anxiety, depression, and mental health challenges.

Aboriginal and Torres Strait Islander Support Services

13YARN – Aboriginal & Torres Strait Islander Crisis Support

13 92 76 (24 hours)

Brother to Brother Crisis Line – Dardi Munwurro

Support for Aboriginal and Torres Strait Islander men.

Headspace

Mental health support services for young people.

Interpreting and Translation Services

Learners who require interpreting or translation assistance may access:

- Translating and Interpreting Service (TIS National) – Australian Government;
- Deaf Connect – interpreting and support for Deaf and hard of hearing individuals;
- Indigenous Interpreters – National Indigenous Australians Agency (NIAA);
- NAATI certified translation and interpreter services.

Learners are encouraged to contact Just Careers Training for assistance in identifying appropriate support services.

Document Currency

The information and policies contained within this Student Handbook were current at the time of publication. Information and policies are subject to change in response to legislative, regulatory, or operational updates.

Learners are encouraged to refer to our website for the most current version of this Handbook:
www.licences4work.com.au

Contacting Us

HEAD OFFICE

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CEO – Managing Director: **Mr Nouhad Hebous**

Email: nhebous@justtraining.com.au

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National Quality Manager: **Ms Lina AbdulJabbar**

Email: Lina.abduljabbar@justtraining.com.au

NSW – Bankstown Branch

Telephone: (02) 8292 0111

Email (New Students):

info.syd@licences4work.com.au

Email (Existing Students):

support.bankstown@licences4work.com.au

Web: www.licences4work.com.au

NSW – Blacktown Branch

Telephone: (02) 8292 0111

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Email (Existing Students):

support.blacktown@licences4work.com.au

Web: www.licences4work.com.au

NSW – Cardiff Branch

Telephone: (02) 4954 4101

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info.nc@licences4work.com.au

Email (Existing Students):

support.cardiff@licences4work.com.au

Web: www.licences4worknewcastle.com.au

QLD – Coopers Plains Branch

Telephone: (07) 2101 2499

Email (New Students):

info.qld@licences4work.com.au

Email (Existing Students):

support.coopersplains@licences4work.com.au

Web: www.licences4workbrisbane.com.au

WA – Malaga (Commerce St) Branch

Telephone: (08) 9344 1704

Email (New Students):

info.wa@licences4work.com.au

Email (Existing Students):

support.malaga@licences4work.com.au

Web: www.licences4workperth.com.au

WA – Malaga (Juna Dr) Branch

Telephone: (08) 9344 1704

Email (New Students):

info.wa@licences4work.com.au

Email (Existing Students):

support.malaga@licences4work.com.au

Web: www.licences4workperth.com.au

WA – Kenwick Branch

Telephone: (08) 9344 1704

Email (New Students):

info.wa@licences4work.com.au

Email (Existing Students):

support.kenwick@licences4work.com.au

Web: www.licences4workperth.com.au

VIC – Melbourne Branch

Telephone: (03) 9125 1998

Email (New Students):

info.melbourne@licences4work.com.au

Email (Existing Students):

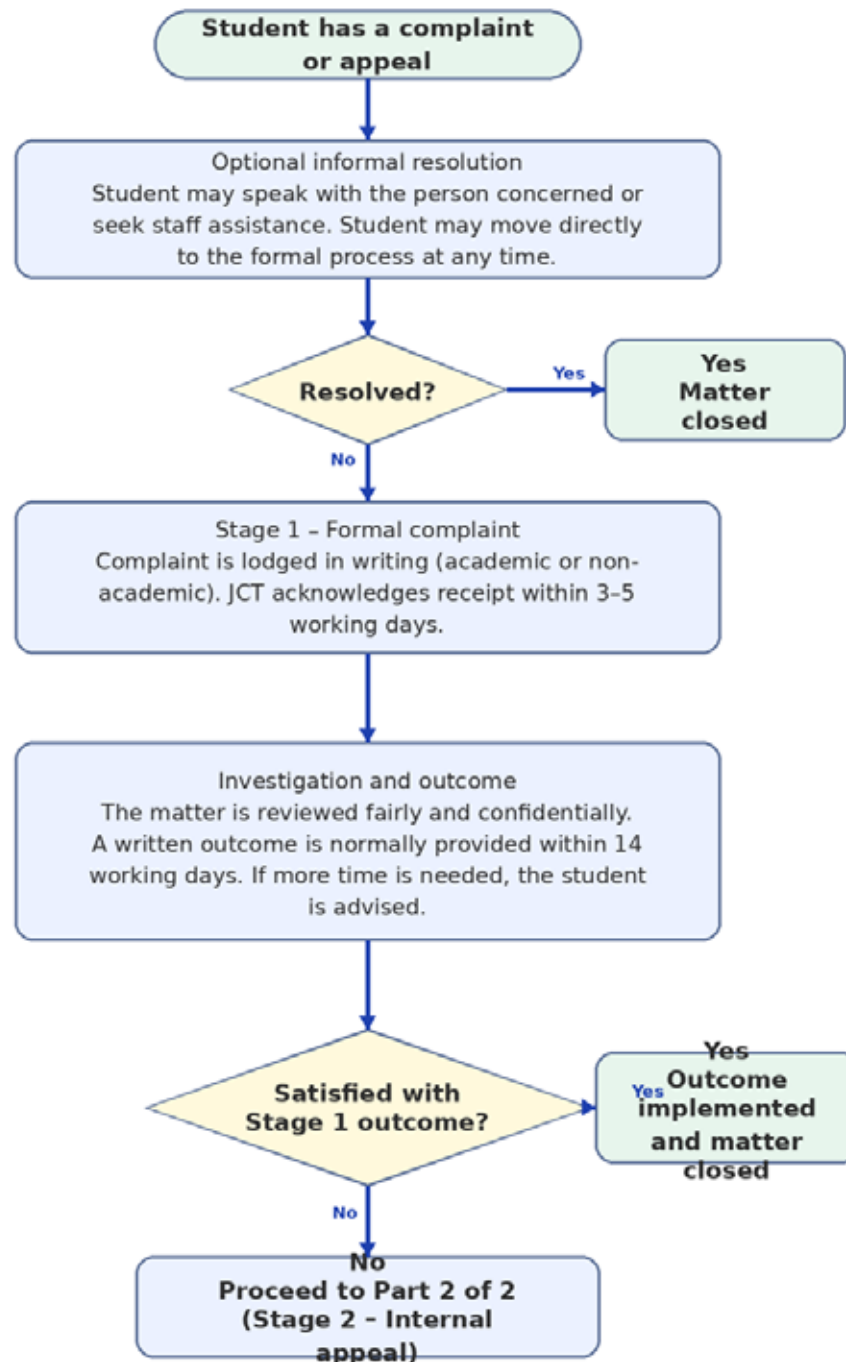
support.melbourne@licences4work.com.au

Web: www.licences4workmelbourne.com.au

Appendix A - Complaints and Appeals Flow Chart

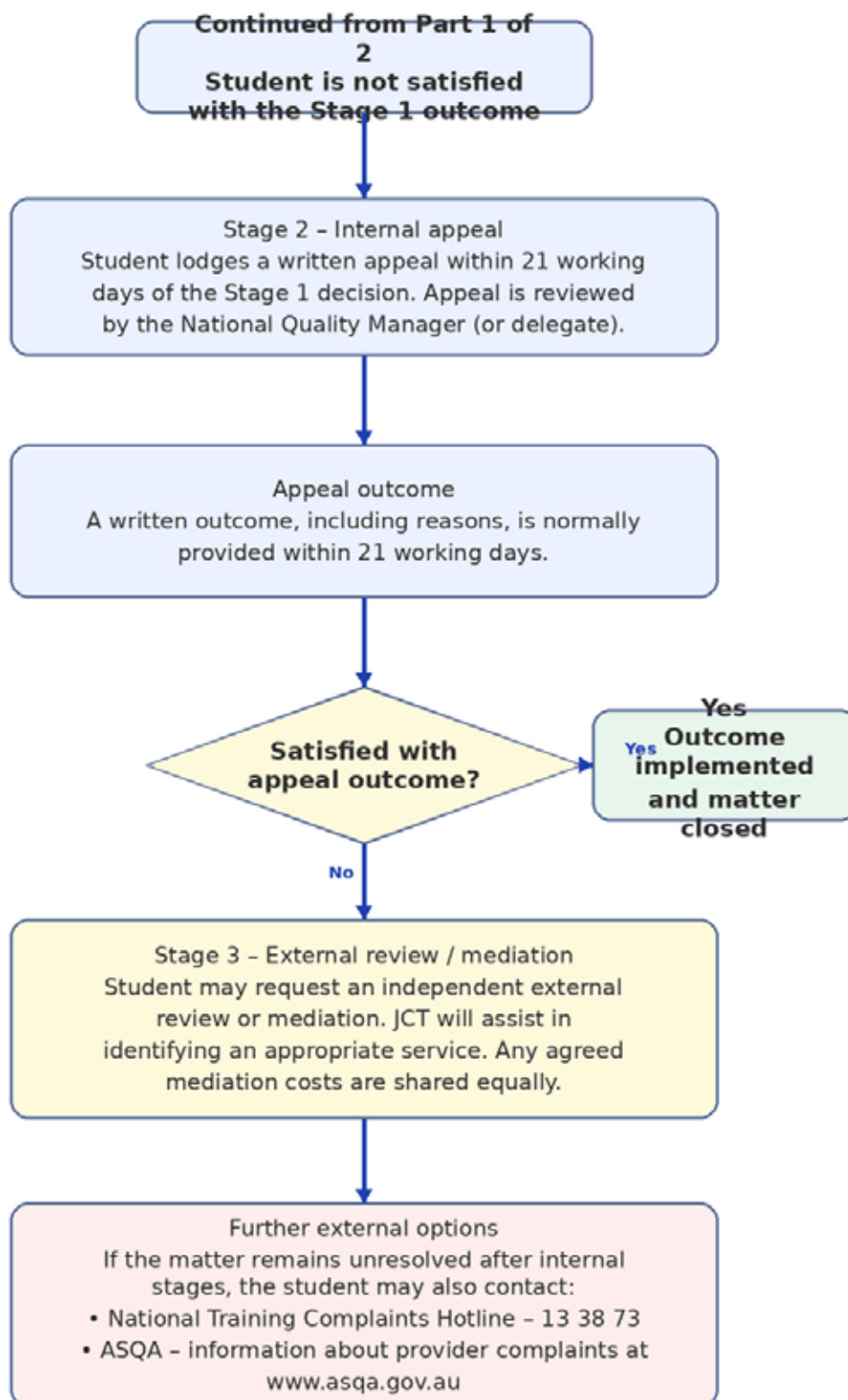
Complaint - Where a learner is raises an issue with an aspect of the service received

Appeal - Where a learner disagrees with the outcome of a decision made



Notes: Students may have a support person at any stage. JCT will maintain enrolment while a complaint or appeal is in progress unless there is a demonstrated risk to health, safety or wellbeing.

Appendix A - Complaints and Appeals Process Flow Chart



Notes: Students may have a support person at any stage. All matters are handled in line with procedural fairness, confidentiality and freedom from victimisation.

Appendix B: Student Code of Conduct

Code of Conduct for Students

Purpose

This Code of Conduct sets out the standards of behaviour expected of all learners undertaking training with **Just Careers Training Pty Ltd (JCT)**, trading as **Licences 4 Work (L4W)**.

It applies to all students enrolled in training or assessment activities delivered:

- face to face,
- online,
- in the workplace, or
- at any venue used for training or assessment on behalf of JCT.

Student Behaviour Expectations

Students are expected to:

- Act honestly and ethically in all training and assessment activities;
- Follow all reasonable and lawful instructions provided by trainers, assessors, and staff;
- Comply with workplace health and safety requirements at all training and assessment sites;
- Treat all staff, trainers, other students, contractors, and members of the public with respect and courtesy;
- Act in accordance with Just Careers Training policies, procedures, and this Student Handbook.

Respect, Inclusion and Safety

Just Careers Training is committed to providing a learning environment that is safe, inclusive, and respectful.

Students must not engage in behaviour that is:

- discriminatory,
- harassing,
- bullying,
- intimidating,
- threatening, or
- vilifying.

Anti Vilification

Vilification will not be tolerated. This includes hate based conduct such as:

- antisemitism,
- racism,
- religious vilification, or
- any behaviour that demeans or targets individuals or groups based on protected characteristics.

Any form of hate speech, intimidation, or abusive conduct may result in immediate disciplinary action.

Learning Environment and Conduct

Students must:

- Attend training and assessment sessions fit for participation;
- Not attend training while under the influence of alcohol or illicit drugs;
- Not consume alcohol or illicit drugs at training venues or assessment sites;
- Use equipment, machinery, and facilities only as instructed;
- Not disrupt the learning or assessment of others.

Assessment Integrity

Students must:

- Submit assessment work that is their own;
- Not plagiarise, collude, cheat, or falsify evidence;
- Cooperate with reasonable authenticity checks;
- Follow assessment, reassessment, and resubmission procedures.

Breaches of the Code

Breaches of this Code may result in:

- verbal or written warnings,
- corrective action,
- suspension from training activities, or
- cancellation of enrolment.

Serious misconduct, including violence, intimidation, or significant safety breaches, may result in immediate removal from training and notification to relevant authorities where appropriate.

Students have the right to access the **Complaints and Appeals process** if they believe a decision has been applied unfairly.

Appendix C: Trainer and Staff Code of Conduct

Purpose

This Code of Conduct outlines the behavioural and professional standards expected of all **Just Careers Training trainers, assessors, staff, contractors, and representatives.**

It supports:

- professional integrity,
- learner safety,
- fairness, and
- compliance with legislative and regulatory obligations.

Professional Conduct

All staff and trainers must:

- Act in a professional, ethical, and responsible manner;
- Perform duties competently and within their role, authority, and area of responsibility;
- Maintain required vocational competence, industry currency, and training or assessment credentials relevant to their role;
- Comply with all Just Careers Training policies, procedures, and contractual obligations.

Learner Centred Practice

Staff and trainers must:

- Treat learners with dignity, respect, and fairness;
- Provide accurate, timely, and clear information to learners;
- Support informed decision making;
- Apply reasonable adjustment appropriately without compromising assessment integrity;
- Maintain the confidentiality and privacy of learner information.

Safety and Compliance

Staff and trainers must:

- Comply with Workplace Health and Safety requirements;
- Identify and respond appropriately to hazards and risks;
- Stop training or assessment activities if safety is compromised;
- Model safe, respectful, and compliant behaviour at all times.

Respect, Equity and Anti Vilification

Just Careers Training maintains a zero tolerance approach to harassment, discrimination, bullying, and vilification.

Staff and trainers must not engage in, endorse, or fail to appropriately respond to conduct involving:

- harassment,
- bullying,

- discrimination,
- vilification,
- antisemitism, or
- racial or religious hatred.

Any reports or observations of such behaviour must be addressed promptly in accordance with organisational procedures.

Professional Boundaries

Staff and trainers must:

- Maintain appropriate professional boundaries with learners;
- Avoid conflicts of interest;
- Not exploit relationships with learners for personal advantage;
- Avoid behaviour that may reasonably be perceived as intimidating, coercive, or inappropriate.

Assessment and Decision Making

Staff and trainers must:

- Apply assessment requirements consistently and fairly;
- Make evidence based assessment decisions;
- Provide clear and constructive feedback to learners;
- Avoid bias, favouritism, or preferential treatment;
- Participate in moderation, validation, and quality assurance activities as required for their role.

Breaches of the Code

Breaches of this Code may result in:

- corrective action,
- performance management,
- disciplinary action, or
- termination of engagement.

Staff and trainers must cooperate fully with investigation and resolution processes.

Relationship to Other Policies

These Codes of Conduct operate alongside:

- Workplace Health and Safety policies,
- Complaints and Appeals procedures,
- Disciplinary policies, and
- relevant legislation and regulatory requirements.