

Complaints/Appeals Procedures

Philljenn has procedures in place for complaints and appeals should they arise.

If participants have a complaint with any aspect of their training, they are encouraged to speak immediately with the trainer/assessor or the course manager to resolve the issue.

If the participant is not satisfied that the issue has been resolved, he/she may wish to write a letter to the Director/Principal, setting out in detail the issues of concern.

Participants have a maximum period of 4 weeks in which they can appeal against their assessment results. The trainee should first approach the assessor if they wish to appeal an assessment decision. If the matter is not resolved to the satisfaction of the trainee, there is an option for further review by the director and an independent panel.

For further information on the complains/appeals procedure, please contact Philljenn.

Facilities & Equipment Required

Please contact Philljenn for details of all facilities and equipment which may be required for you to complete your course.

Trainee Support Services

Please contact Philljenn to find out more about Support Services available to Trainees.

ABOUT US



Philljenn was established in 1999 by Phil & Jenny Colebourne to provide training & assessing in the mining industry and in the Workplace Health & Safety (WHS) prescribed occupations.

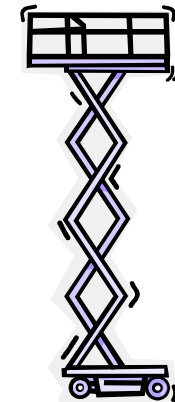
It had been identified that there was a shortage of training available for employees in industry, particularly in remote areas, for cranes, dogging, rigging and scaffolding. As Phil had extensive experience in these areas, the decision was made to set up Philljenn and provide this service.

In July 2007 the process for obtaining licences for prescribed occupations required the training & assessment to be undertaken through the VET sector (Vocational Education, Training & Employment Sector)). As a result of this, the decision was made for Philljenn to become a Registered Training Organisation (RTO) so as to be able to continually meet their clients needs.

PHILLJENN

Training & Assessing

TRAINEE INFORMATION



Ph/Fax 07 3901 1443

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Wynnum Plaza QLD 4178

www.philljenn.com

admin@philljenn.com

TRAINEE INFORMATION

Enrolment

Enrolment of trainees will be conducted at all times in an ethical and responsible manner and consistent with the requirements of the training pack.

Educational Standards

Philljenn Training & Assessing will adopt policies and management practices which provide the highest professional standards in the marketing and delivery



of vocational education and training services, and which safeguard the interests and welfare of trainees. The policies and management practices

will ensure Philljenn Training & Assessing complies with the *Vocational Education, Training and Employment Act 2000* and the *AQTF2007 Essential Standards for Registration*.

Flexible Learning & Assessment

All courses with Philljenn Training & Assessing are designed in such a way that the delivery and assessment are designed to accommodate the needs of our clients in response to their requirements and expectations.

Literacy & Numeracy

Philljenn endeavors to enhance effective participation by all adults in training and assessing, in the workplace, by providing access to quality English language, literacy and numeracy programs and services. Should the trainee have any concerns in this regard, please contact us.

If you believe you require assistance with your train-

ing program please provide details on the enrolment form or speak to your trainer/.assessor prior to enrolment or during training.

Formal Training & Informal Learning

Formal training must take place before a trainee can gain any workplace experience on the use or operation of plant or machinery.

This training, provided by Philljenn, enables the trainee with the knowledge, theory and practical skills to competently undergo informal learning in the workplace.

Once the formal training component has been completed and a training plan is in place, a log book will be supplied to record all informal learning. At this stage a theory assessment can be undertaken if required.

Informal learning is defined as workplace experience.

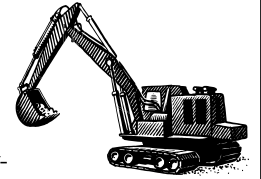
Refund/Cancellation Policy

Full refunds will be made to the trainees if Philljenn Training & Assessing cancels or discontinues a course.

Trainees who withdraw from a course due to ill health will receive a full refund of course fees paid, less any administration and material fees that are relevant. A medical certificate must be provide.

Trainees who withdraw from a course for reasons other than ill health, with less than 7 days notice prior to eh commencement, will not be refunded.

Transfers will be accepted up to 7 days prior to the course commencement. Transfers within courses will only be accommodated within 90 days from the commencement of the original enrolment, after which all fees paid will be forfeited.



Total Costs/Fees

Please contact Philljenn for our current fee structure.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process whereby competencies gained through previous work or life experience can be recognized.

Participants who have completed or partly completed a course at another institution, or who have been working in the vocational area for a number of years, or who have in some other way gained the appropriate skills, may wish to apply for recognition of the previous training or experience. Participants may apply for exemptions in a course, a unit of competency, or one or more elements within a unit of competency. The applicant must supply evidence that demonstrates the performance criteria for each unit of competency that has been met.

To apply for RPL, an applicant must do the following:

- Gather all relevant documentation and evidence relating to previous and current work
- Complete an application form supplied by Philljenn
- Submit these to the trainer or assessor for assessment

You will be required to attend an interview to support your application, and/or be assessed through theory and/or practical assignments.

NOTE: For those trainees applying for RPL in 30496QLD or 30497QLD, the Workplace Health & Safety mandatory assessments must still be undertaken.