

QJA Training Code Of Practice

1. ORGANISATIONAL OBJECTIVES

To deliver quality training and professional development which is effective, proactive, timely and beneficial for current and prospective Justices of the Peace and Commissioners for Declarations.

2. PRIOR TO COURSE

Queensland Justices Association provides high quality services and equitable standards for all students. It provides clear and current information to students on all relevant aspects of its service provision. The QJA provides students with clear and current information on the following items **prior to enrolment** about each of the following:

- Student enrolment and induction/orientation procedures
- Course information, including content and vocational outcomes
- Fees and charges, including refund policies and exemptions (where applicable)
- Provision for language, literacy and numeracy assistance
- Flexible learning and assessment strategies to meet individual learning styles and/or disabilities or learning difficulties
- Complaints and appeals procedures
- Recognition of Prior Learning (RPL) arrangements
- Recognition of AQTF obligations

The Queensland Justices Association will provide accurate, relevant and up-to-date information to students prior to course commencement by way of provision of a student handbook. This will expand on all information provided prior to enrolment and will include all of, but not be limited to:

- Code of Practice
- Scope of Registration
- Certification to be issued to the trainee on completion or partial completion of the course
- Competencies to be achieved during the training
- Assessment procedures
- Arrangement for Recognition of Prior Learning
- Grievance/appeal procedure
- Facilities and equipment
- Trainee support services
- Application process and selection criteria
- Fees and costs involved in undertaking training
- Fee refund policy
- Student Support Services

3. ETHICAL MARKETING

The QJA guarantees that its marketing and advertising of its AQF Qualifications to its clients is ethical, accurate and consistent with its scope of registration.

The following marketing practices will be employed

- The Nationally Recognised Training Logo will only be used in accordance with its conditions of use
- The QJA will ensure training and assessment products and services and their potential outcomes are accurately and completely represented to prospective clients
- The QJA will provide full details of any contractual arrangements on the course enrolment form
- The QJA will ensure that no false or misleading comparisons are drawn with any other training

organisation, and/or training and assessment products and services. The QJA will always gain an individual or organisation's written permission before information which refers to that individual or organisation is used in any marketing or advertising materials

4. STUDENT ENROLMENT

- Enrolment forms are processed in order of receipt by QJA Queensland Justices Association (QJA).
- Upon acceptance of their enrolment, applicants receive correspondence detailing fees due/paid, a *Student Handbook*, pre-reading material and details of course times, dates and location as appropriate.

5. STUDENT INDUCTION

A Student Induction session will be held at the commencement of any program and will cover the following:

- introductions to trainers, staff and other students

- facilities equipment and resources
- program timetable
- flexible learning and assessment strategies
- Organisation policies and procedures (e.g. OH&S, Complaints and Appeals, RPL, etc.)
- Question and answer session

6. STUDENT SERVICES

The Queensland Justices Association (QJA) aims to provide useful information and support to students to assist them during their training program. Students experiencing learning or other difficulties will be directed to appropriate sources of help and support. Provision is made for language, literacy and numeracy assessment where appropriate.

The QJA provides on-going information, advice and support to assist students to derive maximum benefit from their study and achieve their goals.

7. COMPLAINTS PROCEDURE

The Queensland Justices Association (QJA) is committed to the early resolution of complaints as per its Complaints and Appeals policy.

8. OCCUPATIONAL HEALTH & SAFETY

QJA Queensland Justices Association (QJA) considers the occupational health, safety and welfare of its staff and students to be of the utmost importance. QJA Queensland Justices Association (QJA) takes all reasonably practicable steps to provide and maintain a safe and healthy workplace and learning environment.

8. PRIVACY POLICY

Queensland Justices Association (QJA) collects certain personal information from staff and students to facilitate effective and efficient service provision. QJA ensures the privacy of individuals through its privacy policy.

9. STUDENTS DISCIPLINARY PROCEDURES

The QJA expects students to display a high level of personal responsibility for the learning process and for their interaction with other students and staff members.

Anyone displaying inappropriate or dangerous behaviour, (e.g. disruptive class behaviour, refusal to follow OH&S procedures, irregular attendance) will be required to explain to the trainer the reasons for this conduct. The trainer will point out any necessary changes needed to be made. The students conduct will also be discussed with their employer if attendance is sponsored by an employer.

The QJA Queensland Justices Association (QJA) reserves the right to refuse entry to an individual at any of its programmes.

10. ATTENDANCE

Punctual attendance at training sessions is required for successful completion of programs. In the event of extended absence due to ill health or personal reasons, students will need to discuss their position with their trainer.

11. RECOGNITION OF PRIOR LEARNING (RPL) & CURRENT COMPETENCY (RCC)

Recognition of Prior Learning and Current Competency is the determination of advanced standing that a student has through their previous formal or informal training, work experience and/or life experience. The Queensland Justices Association recognises the AQF Qualifications and Statements of Attainment issued by other Registered Training Organisations in accordance with its recognition of AQF obligations.

12. TRAINING DELIVERY PROCEDURES

The programs at QJA Queensland Justices Association (QJA) are delivered in a manner that provides individual students with the best opportunity to succeed in achieving their goals.

A variety of learning strategies are employed. Strategies include: trainer presentation and demonstration, practical exercises, discussions, question and answer sessions, case studies, role play and structured exercises as appropriate. All program trainers and assessors are formally qualified to deliver training and assessment in line with Training Package or course guidelines.

14. PROGRAM ASSESSMENT PROCEDURES

Assessment of course competencies is compulsory. Assessment processes cover the broad range of skills and knowledge needed to demonstrate competency in the relevant field of study. Assessment integrates knowledge and skills with their practical application.

Queensland Justices Association (QJA) allows for only “Competent” or “Not yet competent” on completion of each module, training programme or qualification.

15. APPEALS AGAINST ASSESSMENT DECISIONS

Students wishing to appeal program or competency/module assessment decisions may make a formal request for re-assessment as per the appeals and complaints policy.

16. ISSUANCE OF QUALIFICATIONS

Qualifications issued by QJA Queensland Justices Association (QJA) meet the Australian Qualifications Framework (AQF) standards. A Statement of Attainment will be issued to students upon successful completion of the program. A Statement of Attendance will be issued for partial completion of the program or where competency is not deemed to have been met.

Students issued with a statement of attainment will also receive documentation that identifies the units of competency that have been achieved.

The Queensland Justices Association (QJA) maintains records relating to the issuance of qualifications. Queensland Justices Association will accept and mutually recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

The QJA will manage the transition from superseded training packages and accredited courses within 12 months of their publication by the National Training Information Service, so that it delivers only currently endorsed training packages or currently accredited courses.

17. CONTINUOUS IMPROVEMENT

As the Queensland Justices Association is continuously striving to improve the quality of training & assessment it is extremely useful to receive feedback from students. Reviews of courses are undertaken and an evaluation form will be provided to students for completion. The results of course evaluations are reported as a sum total to relevant government authorities.