



Queensland Justices Association

Registered Training Organisation Number 31906

Student Information Handbook

10793NAT - Course in Community Justice Services (Commissioner for Declarations)
10794NAT – Course in Community Justice Services (Justice of the Peace [Qualified])

April 2020

Contents

Part One: Introduction to Queensland Justices Association	4
About QJA	4
Training within the Queensland Justices Association	4
Client Services Training	4
Course Entry Requirements	4
Other Skills Required.....	4
Part Two: RTO Information	5
Registration	5
Terminology	5
RTO placement within Queensland Justices Association	5
Accredited Training / Scope of Registration	5
Non-Accredited Training	5
Marketing	6
OH&S Policy.....	6
Training Locations and Health and Safety	6
Who is Responsible?	6
Queensland Justices Association Training Code of Practice	6
RTO Compliance	7
Part Three: Information for Students	8
Unique Student Identifier (USI).....	8
Access and Equity.....	8
Language, Literacy and Numeracy (LLN).....	9
Learning Support.....	9
Foundation Skills	9
Computer Skills	9
Course Timeframe.....	10
Assessment	10
Nominal duration to submit assessment:.....	10
Management of extensions, non-completion:	11
Course Location.....	11
Course Outcome	12
Student Recognition of Prior Learning (RPL)	13
Course Units	13
How Assessments Are Conducted	13
Re-Assessment Requirements	13
Course Delivery Modes	13
Entry Requirements	13
Limitations to entry.....	14
Explicit limitations to appointment as a Justice of the Peace (Qualified) or Commissioner for Declarations	14
Support Services Offered	15

QJA Student Information Handbook

Fee Information	15
Refunds	16
Deferment of Course and Fee Credit:	16
Consumer Rights	16
RTO Obligations	17
Licensing/regulatory requirements	17
Responsibilities of Queensland Justices Association to students:.....	17
Information provided to students	17
Quality.....	17
Learner Obligations.....	18
Responsibilities of students	18
Equipment and Materials the Learner is to Supply:	18
Student Records and Privacy	18
Course Delivery	19
Qualified and Professional Staff.....	19
Course Outcome	19
Statement of Attainment.....	19
Partial completion of qualifications	20
Information appearing on certificates	20
Provision of replacement Statement of Attainment	20
Mutual recognition	20
Complaints and Appeals Processes	20
Complaints	20
Confidentiality of grievances	21
Other Policies and information.....	22
Other Services Offered to Students who are Members	22

Part One: Introduction to Queensland Justices Association

About QJA

Queensland Justices Association (QJA) is a membership organisation that represents Justices of the Peace and Commissioners for Declarations throughout Queensland, Australia. Founded in 1918, the QJA has a long history of providing professional support to its members. It is the major representative body in its field and the Queensland representative on the Australian Council of Justices Association. With a membership base of over 6000, the QJA provides training, information, and resources to its members. The QJA operates as a limited liability company and is governed by a board of directors, consisting of a President, a Vice President and eight directors.

Training within the Queensland Justices Association

The Queensland Justices Association is a Registered Training Organisation. We train Commissioners for Declarations and Justice of the Peace courses under licence from TAFE Queensland, who own the training package. We train students throughout Queensland. Training is administered by the State Office in Brisbane.

Client Services Training

The QJA has identified three key market segments as part of its training strategy.

These are:

- People who are wishing to become a Justice of the Peace or Commissioner for Declarations in the State of Queensland
- Existing Commissioners for Declarations in the state of Queensland who are wishing to upgrade their qualification to a JP (Qual) in the State of Queensland
- All JPs registered in the State of Queensland who wish to participate in Refresher Seminars, with preference given to members of QJA

Course Entry Requirements

While there are no specific educational requirements for entry into this course students will require a reasonable command of the English Language as a minimum year 10 standard.

The reason for this is that to perform competently as a JP or Commissioner for Declarations, all documents need to be read and correctly interpreted to determine the witnessing requirements of the documents. Students also need to be able to determine that a document is in the correct format and that they have the authority to witness the document.

Other Skills Required

Students will also need to have a reasonable level of computer literacy to be able navigate around the Online Training Course and Assessment. This includes classroom-based students who may undertake an Online Assessment. Students will need to have access to a computer or device and connection to the internet.

Part Two: RTO Information

Registration

Queensland Justices Association is a registered training organisation (RTO) providing training, assessment and qualifications services for its clients, staff, and members of the public. The qualifications that it issues are nationally recognized.

Queensland Justices Association welcomes you and encourages you to familiarize yourself with the contents of this handbook, as well as the contents of literature for specific courses/modules you are undertaking with us.

Services provided to students follow the policies and procedures developed to meet the National Training Framework and national standards of the Australian Quality Training Framework (AQTF).

Terminology

Throughout this handbook the QJA uses the term “student” in all references to those accessing training through our RTO. The term “client” refers to those persons listed on page 3 seeking to obtain a service from a Justice of the Peace (Qualified) or Commissioner for Declarations.

RTO placement within Queensland Justices Association

The President and Board are the RTO fit and proper persons and oversee both accredited and non-accredited training. The Training Program Coordinator is responsible for the day to day operation of the RTO. The Business Manager is t

Accredited Training / Scope of Registration

Accredited training is offered in a variety of locations throughout Queensland, where an accredited trainer exists, and a course has been approved for operation by the QJA State Office.

As of January 2020, the QJA offers two accredited courses on its scope of registration:

- 10794NAT Course in Community Justice Services (Justice of the Peace [Qualified])
- 10793NAT Course in Community Justice Services (Commissioner for Declarations)

Non-Accredited Training

Non-Accredited Training includes the areas of refresher seminars for existing Justices of the Peace and Commissioners for Declarations.

Refer to the QJA website www.qja.com.au for further details about specific programs.

Marketing

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.
- QJA will ensure training and assessment products and services and their potential outcomes are accurately and completely represented to prospective clients.
- QJA will provide full details of any contractual arrangements on the course enrolment form.
- QJA will ensure that no false or misleading comparisons are drawn with any other training organisation, and/or training and assessment products and services.
- 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.

OH&S Policy

The Health and Safety Policy of the Queensland Justices Association (QJA) aims to protect students and others at our workplace or training venues from work-caused injury and ill health and complies with all relevant safety legislation.

Training Locations and Health and Safety

When delivering training and assessment at its own sites or a workplace, QJA is responsible for safety issues and must abide by its workplace safety responsibilities.

Who is Responsible?

Trainers and the QJA will share responsibility for the safety of all persons in their charge. They will actively take steps to identify hazards, which could cause harm to persons in their area of control or operation and take prompt action to remove or control, or alternatively report them to another person who has the authority and capability to do so.

Students must take care of their own health and safety and that of their fellow students to the extent of their capability. This means they must follow all safety rules, procedures, and instructions of trainers, or any other QJA management person/s involved during your day to day training activities.

Queensland Justices Association Training Code of Practice

The Queensland Justices Association has policies and management practices which maintain high professional standards in the marketing and delivery of vocational education and training services which safeguard the interests and welfare of students.

The Queensland Justices Association maintains a learning environment that is conducive to the success of students. The Association has the capacity to deliver the course/s within the scope of its registration, and will ensure that the facilities, methods and materials used in the provision of training will be appropriate to the outcomes to be achieved.

Queensland Justices Association will maintain systems for

- Recording and archiving student enrolments.
- Recording attendance when courses are delivered face to face.
- Completion of students and issuing of Statements of Attainment.
- Recording and archiving assessment outcomes.
- Recording grievances.
- Qualifications and Statements of Attainment issued.

Queensland Justices Association has clearly documented procedures for managing and monitoring all training operations and reviewing student's satisfaction.

Queensland Justices Association treats all personal records of clients confidentially. Please contact your course coordinator if you require further information on these procedures.

RTO Compliance

As part of our obligations as an RTO, the Queensland Justices Association will:

- Maintain adequate and appropriate insurance, including public liability.
- Advise State and Federal Training Authorities in writing of any change to the information contained in the application for registration.
- Allow the State and Federal Training Authorities or their agents access to training records, delivery locations and staff for auditing performance or verifying compliance with the conditions of registration.
- Supply State and Federal Training Authorities with delivery details for each course and unit in the Scope of Registration, including trainee information in accordance with AVETMISS requirements.
- Resolve any grievances conveyed by students.

In the event of Queensland Justices Association ceasing operations, all records of student results will be sent to the State Training Authorities for archiving.

Queensland Justices Association accepts that failure to meet the obligations and conditions for registration as an RTO or supporting regulatory requirements, where applicable, may have their registration as an RTO withdrawn.

Part Three: Information for Students

Unique Student Identifier (USI)

As from January 1st 2015 all students are required to provide us with their USI prior to commencing their course. Statements of Attainment cannot be issued without a USI number being submitted.

A USI gives you access to your online USI account which is made up of ten numbers and letters. It will look something like this: **3AW88YH9U5**. A USI account will contain all your nationally recognised training records and results from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016. When applying for a job or enrolling in further study, you may need to provide your training records and results. One of the main benefits of the USI is that you will have easy access to your training records and results throughout your life.

To obtain a USI visit the following website via this link and apply for your USI number. <http://usi.gov.au/Students/Pages/steps-to-create-your-USI.aspx> Once you have created your USI number, please email your USI to QJA for recording in your student record.

If you already have a USI you can access your USI account online from a computer, tablet, or smart phone anywhere and anytime.

All students commencing or continuing their course into 2015 need a USI. If you do not provide your USI, we cannot issue, your Statement of Attainment from the 1st January 2015.

Please click on the links below to access further information.

<http://usi.gov.au/Students/Pages/default.aspx>

[USI Student video](#)

<http://usi.gov.au/Training-Organisations/Documents/FactSheet-Student-Information-for-the-USI.pdf>

If you have any further questions, please do not hesitate to contact the QJA office on (07) 3392 2455.

Access and Equity

Queensland Justices Association actively supports and encourages people of all abilities to participate in training programs. It is advisable that due to the nature of the course that students have a reasonable level of literacy in English.

The Queensland Justices Association ensures access and equity principles and practices are applied when dealing with:

- Students.
- The Community.
- Employers.
- Fee-for-Service Students.
- Other Clients.

Students will not be denied access to services where they are deemed eligible for such a service and where the organisation has the appropriate resources to provide high quality services.

Language, Literacy and Numeracy (LLN)

The learning-teaching process is:

- Cognisant of the diverse personal, educational and cultural backgrounds of learners and show respect for such differences.
- Makes provision for different learning styles, and the needs of adult learners.
- Makes reasonable adjustments to accommodate the needs of people who have a disability.

Learning Support

Learners experiencing difficulties with their course are encouraged to engage in tutorial support. The QJA responds to the requirements of diverse learners by creating and sustaining an inclusive learning environment. That means taking into account factors such as age, gender, cultural difference, disability, language, literacy, numeracy, or isolation.

Foundation Skills

Foundation skills applicable to the outcomes of this course are identified in the units of competency.

Computer Skills

Computer skills applicable to the outcomes of this course are identified in the units of competency.

Course Timeframe

The Classroom course is delivered:

- 2 days for the Commissioner for Declarations component.
- 1 day for the Justice of the Peace (Qualified) component.

Stream	Unit/Module	Course Hours	Total Hours
Commissioner for Declarations	QCJWIT001 Witness or Certify Documents	16	24
Justice of the Peace (Qualified)	QCJWIT001 Witness or Certify Documents	16	40
	QCJJUD001 Perform Non-Bench Judicial and Minor Bench Duties	8	

Students learning online can expect the equivalent number of hours for the course delivery. In both cases, the nominal hours exclude the amount of time to complete the assessment.

Assessment

Nominal duration to submit assessment:

- 28 days after the last day of the course (classroom course)
- 3 months (online course)

Assessments may be completed in writing or submitted online. Both written and online assessments are assessed by a qualified assessor.

If a student has not attained competency as a portion of the assessment needs re-submitting, “repeat questions” the assessor will indicate which questions will need re-submission and communicate this to the student. The student can then submit only those questions for assessment in addition to the successfully completed questions. The repeat questions can be submitted for marking twice.

If a student fails to achieve competency after submitting repeat questions twice they will be notified and given the option to re-do the course again by paying an extension fee with a further 3 months to complete.

If the student fails to achieve competency a second time after submitting repeat questions the student will be given the option to either:

- Repeat the course by paying the full enrolment fee.
- An alternative method of delivery may be offered, eg if the student was undertaking the course online, to complete the course in a classroom with face to face delivery.
- Discontinue enrolment.

Management of extensions, non-completion:

1. A student can apply for an extension to submit an assessment in writing stating the reasons for seeking an extension and directed to the Training Program Coordinator.
2. Students must apply for an extension before the assessment due date as per (i) has expired.
3. A student may apply for an extension after the due date expiry for up to 3 months after the expiry date.
4. Each request for extension will be considered on a case by case basis, granted provided that no more than 6 months has elapsed since commencing the course.
5. Reasonable circumstances include but are not limited to:
 - A repeat question needing submission with only minor changes.
 - Medical reasons.
 - Family care or emergency reasons.
6. Whether or not an extension fee is payable will depend on the nature of the resubmission and if resubmission can be achieved in a reasonable time with assistance from a trainer or the Training Program Coordinator.

Course Location

CLASSROOM

The course is delivered in classroom by accredited trainers at suitable venues. Courses may be scheduled for delivery by:

- Consecutive weekday classes.
- Weekend classes delivered on consecutive weekends.
- Weekday classes delivered a week apart.

ONLINE

The course is delivered using a web-based online learning platform using student authentication access. The current learning platform being used is Moodle.

Course Codes:

10793NAT	Course in Community Justice Services (Commissioner for Declarations)
10794NAT	Course in Community Justice Services (Justice of the Peace [Qualified])

Course Outcome

Purpose of the course

The intended purpose of this course is to provide participants with a range of knowledge, skills and generic and specific competencies to support them in volunteering for the provision of witnessing of documents and minor judicial duties in the community.

Vocational Outcomes:

- ***Stream 1.*** Commissioner for Declarations perform the duties appropriate to their level of appointment and would include witnessing signatures on a wide range of documents and certifying copies of documents.
- ***Stream 2.*** Justice of the Peace (Qualified), as above, with the addition of issuing orders, summonses and warrants, executing minor bench duties, bails and sureties, as well as perform the other duties appropriate to their level of appointment.

Both vocational outcomes are voluntary roles with the Justices of the Peace and Commissioners for Declarations Act 1991 stating 'a Justice of the Peace or Commissioner for Declarations is not to seek or receive, directly or indirectly, any reward in connection with the performance of the functions of their duties'.

Qualification level

On successful completion of this course the participant will be competent to perform the duties appropriate to their level of appointment, and would include witnessing signatures on a wide range of documents, certifying copies of documents, assisting people with disabilities or impairment and culturally and linguistically diverse backgrounds, and for appointees to the office of Justice of the Peace (Qualified) issuing summonses warrants and justice examination orders, and executing minor bench duties.

The outcome of this course is to provide participants with a range of knowledge and skills required to:

- Access and interpret information contained in their respective handbooks.
- Identify and follow correct procedures.
- Provide appropriate information and assistance.
- Maintain a log book documenting services provided.
- Prepare to carry out non-judicial bench duties (JP(Qual)).
- Prepare to carry out minor judicial bench duties (JP(Qual)).
- Prepare to attend a police record of interview (JP(Qual)).
- Identify procedures and comply with legislative requirements.
- Evaluate the capacity of the deponent to sign relevant documents, and,
- Prepare to provide evidence as a witness during court proceedings.

On successful completion of this course, the participant will be competent to perform duties appropriate to receive Statements of Attainment for:

- Course in Community Justice Services (Commissioner for Declarations), OR
- Course in Community Justice Services (Justice of the Peace [Qualified]).

The course outcomes meet an identified industry need but does not have the breadth and depth required for a qualification. Under the Australian Qualification Framework (AQF), the outcomes meet the requirements of a Statement of Attainment.

Student Recognition of Prior Learning (RPL)

Under the terms of the course licence, there is no applicable recognition of prior learning for the course 10793/4NAT Course in Community Justice Services. There is however an upgrade path for students with a Statement of Attainment as a Commissioner for Declarations in Queensland to upgrade to a Justice of the Peace (Qualified), provided that the Statement of Attainment is no more than 2 years old.

Students have an option of refreshing or obtaining a Statement of Attainment as a Commissioner for Declarations by undertaking the applicable assessment as a Commissioner for Declarations. If a student wishes to apply to the upgrade they may apply via email to training@qja.com.au.

Course Units

Stream	Unit/Module
Commissioner for Declarations	QCJWIT001 Witness or Certify Documents
Justice of the Peace (Qualified)	QCJWIT001 Witness or Certify Documents
	QCJJUD001 Perform Non-Bench Judicial and Minor Bench Duties

How Assessments Are Conducted

Student enrolling in Online delivery of the course, complete the assessment online in the learning platform.

Students undertaking the course via classroom delivery may complete the assessment either online or via paper assessment book. Online completion is the preferred method of assessment.

Students work is marked by an accredited trainer of the course. On successful completion of the assessment, the student is advised of their completion and achievement of competency.

Re-Assessment Requirements

Students are given the opportunity to repeat questions in the assessment for which they have not received a pass mark. Students will be given three attempts to repeat incorrectly answered questions before being deemed “not yet competent”.

Course Delivery Modes

The course is delivered via face to face classroom or online or via blended learning.

Entry Requirements

Entry requirements are determined as per the curriculum documents for the courses as issued by TAFE Queensland, the Licensee of the course. Queensland Justices Association delivers this course under licence from TAFE Queensland. The below information is extracted from said document.

The following recommended requirements are likely to facilitate successful completion of the course:

- Language and literacy skills sufficient to interpret complex documents including the Duties of Justices of the Peace (Qualified) handbook and to use appropriate conventions and protocols to communicate with people from diverse backgrounds.

Limitations to entry

- While there are no limitations to entry into and completion of the course, subsequent appointment as a Justice of the Peace (Qualified) in Queensland is subject to explicit eligibility conditions determined by the Queensland Department of Justice and Attorney-General (DJAG) from time to time. Prospective students should be advised to check their eligibility for appointment on the DJAG website (www.qld.gov.au/jps) prior to enrolment into the course.
- Under section 16 (c) of the Justices of the Peace and Commissioners for Declaration Act 1991, the course 10276NAT Course in Providing Community Justice Services is the course the Minister has approved for persons required to complete before being so appointed. You should scrutinize Part 3 of this legislation prior to enrolment. Some people may be appointed without needing to complete the course, e.g. Australian lawyers with a Queensland practising certificate.

Explicit limitations to appointment as a Justice of the Peace (Qualified) or Commissioner for Declarations

There are no limitations to entry to all or part of this course, however, explicit limitations prevent individuals from holding office as a Commissioner for Declarations or a Justice of the Peace (Qualified). According to the Act, individuals cannot hold office as a Commissioner for Declarations or Justice of the Peace (Qualified) if they:

- Have been convicted of a serious offence at any time (i.e. an indictable offence, irrespective of whether it was dealt with in the magistrates, district or supreme court).
- Have been convicted of more than 2 offences of any kind at any time.
- Have been convicted of an offence of any kind in the last 5 years.
- Have been convicted of an alcohol or drug driving offence in the last 5 years.
- Have been convicted of more than 2 traffic offences in the last 4 years (i.e. convictions under the Transport Operations (Road Use Management) Act 1995).
- Is an undischarged bankrupt (i.e. not yet free from bankruptcy).

Examples of offences include all types of criminal offences, drug related offences, financial (tax or business related), social security offences, shoplifting, or failure to pay a TOLL fee within the stated period. Note that for traffic offences, a person who pays an amount by the way of a penalty for an offence, is taken to have been convicted of the offence on the day the amount is paid. Individuals convicted of more than 6 offences under the Transport Operations (Road Use Management) Act 1995 in a 4-year period, are not qualified to be appointed as a Justice of the Peace (Qualified) or Commissioner of Declarations for 5 years after the date of the last conviction.

Support Services Offered

Students are provided with the contact details for their assigned trainer if they need guidance in completing the assessment or have general questions about the content. This includes students completing the course via classroom or online delivery.

Students may also contact the Training Program Co-Ordinator for assistance should the trainer be unavailable.

Fee Information

Charges

To secure their place, students must submit an enrolment form and pay all fees due to the QJA State Office, prior to the commencement of the course. A student is not considered enrolled in a course and is therefore not eligible for the issue of a statement of attainment, until the required fee is paid in full. Upon acceptance of enrolment, applicants receive correspondence detailing fees paid, and details of course times, dates and location as appropriate.

The cost of the course is \$400 JP (Qual), \$320 C.Dec (as at 1st January 2020). This amount includes all training materials, morning tea /afternoon tea (when the course is conducted during the day). The courses are GST free. Lunch is NOT included. This cost includes up to 12 months of complimentary membership of the Queensland Justices Association as well as access to an online refresher course.

Payments can be made by cheque, credit card, BPay or direct deposit. Cash will only be accepted if the payment is made at the QJA State Office.

Refunds

If a student registers for a course and:

Withdraws:	Because the student may be disqualified prior to commencing the course	Full Refund
	Within 1 month of registering	Enrolment fee less administration fee
Substitutes	Another Student	Administration fee is payable
Cancels or Transfers Classroom enrolment	Course commencing within 7 days	Refund less cancellation fee is payable
Cancels enrolment Online	Later than 1 month of registering	No refund payable
Does not Submit and Assessment within 3 months of commencing	Wishes to continue	Extension fee payable

- The QJA reserves the right to cancel a course for any reason. In the unlikely event of course cancellation, students will have the choice of a full fee refund or a credit given towards a future course.
- Suffers hardship and is unable to continue the course a refund may be paid at the discretion of the Registrar.
- Under no circumstances will a refund be given after the completion of the course to students who are not deemed competent in the assessment set by the Department of Justice and Attorney General.
- Under no circumstances will a refund be given after the completion of the course if the student's application to become a Justice of the Peace is rejected by the Department of Justice and Attorney General.

Current fees for cancellation or amendment as of 1st January 2020

Administration fee:	\$70
Late Cancellation:	\$180 for JP Qual \$145 for C.dec
Extension Fee:	\$180

Deferment of Course and Fee Credit:

- Students may receive a course credit if they cannot continue the course for unavoidable reasons such as illness, hardship or family difficulty. The credit can be used to pay for a future course of their choice.
- Any credit of fees for a student is transferable to other persons nominated by the student. Any credit of fees being held for the use of a student is non-refundable.
- All matters relating to fees and refunds are listed in the Charges, Fees and Refunds Policy, which is available upon request.

Consumer Rights

Should a student dispute any charge or non-payment of a refund, they may lodge a complaint via the complaints and appeals process as detailed in this document.

RTO Obligations

Licensing/regulatory requirements

This course meets the requirements under Section 16 (1)(c) of the Justices of the Peace and Commissioners for Declaration Act 1991 for a person to make an application for appointment as a Commissioner for Declarations or Justice of the Peace (Qualified) in Queensland.

Responsibilities of Queensland Justices Association to students:

Queensland Justices Association will:

- Provide you with a safe and healthy learning environment.
- Provide you with the appropriate unit of competency details included as part of the registered course.
- Treat you with respect.
- Follow all legislation affecting the learning environment.
- Provide opportunities to practice the skills and knowledge required.
- Deliver and record training and assessment outcomes.
- Provide training materials and recommend other resources for further learning opportunities.
- Give feedback to you on your progress.
- Provide results and review the assessment process after assessment.

Information provided to students

The Queensland Justices Association will provide accurate, relevant, and up-to-date information to students prior to course commencement. This will include, but not be limited to:

- Sufficient information to assist you in deciding whether to enrol.
- 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.
- Grievance/appeal procedure.
- Facilities and equipment.
- Trainee support services.
- Fees and costs involved in undertaking training.
- Fee refund policy.
- Student Support Services.

Students will need to become familiar with all induction material and to sign the enrolment form indicating they are aware that non-identifying details on this form may be used for statistical reporting.

Quality

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 to relevant government authorities.

As an RTO, Queensland Justices Association is audited from time to time by the State and Federal Training Authorities. Please feel free to offer your genuine feedback should you be contacted by a representative from one of these training authorities. Do not be concerned by this contact as a random sample of clients is selected for a brief telephone audit.

Please be assured that any evaluation of services is confidential and is only used for the purposes for which it is intended (i.e. improving the quality of our service to students and government reporting requirements).

Learner Obligations

Responsibilities of students

As a student you will be required to take responsibility to:

- Attend course during time allocated for each day and session.
- Advise facilitator prior to commencement if not attending.
- Respect the role of the facilitator.
- Respect rights of other course participants.
- Refrain from obscene language or comments that may offend others (racial, sexual, or religious vilification, sexual gestures or political bias).
- Be respectful of all other students and the facilitator.
- Refrain from monopolising the facilitator by irrelevant questioning.
- Ensure that assessment requirements are completed on time or as directed by the facilitator.
- Participate fully in classroom activities.
- Not to engage in antisocial behaviour which will not be tolerated at any time.

Equipment and Materials the Learner is to Supply:

CLASSROOM – Not applicable.

ONLINE – Students to supply all relevant resources to support online training – for example: computer, printer, scanner, internet connection, and any other relevant materials/software.

Student Records and Privacy

In accordance with relevant State and Commonwealth Privacy Acts, Queensland Justices Association is committed to protecting your privacy and your personal information.

It is necessary for Queensland Justices Association to collect and store some personal information about you, to meet legislative requirements. QJA keeps enrolment forms, training schedules and records of your assessment on file stored confidentially. State and Federal Training Authorities, NCVET and Queensland Justices Association will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent. For more details check our privacy policy.

If at any stage your personal details change throughout the course of your training and membership, please inform your trainer/assessor so that your details can be amended. You have the right to access the personal information recorded at any time and provide any necessary corrections. Please contact the Registrar for more information.

Course Delivery

Queensland Justices Association ensures that training and assessment occurs in accordance with the requirements of the course and State and Federal training guidelines.

All training is provided in a fully equipped training room. Delivery methods and activities may include:

- Individual or group practical activities.
- Additional projects which can be conducted on a self-paced basis.
- Reports and documents.
- Practical projects in the workplace.

Delivery methods are integrated to enhance learning to achieve the best possible outcome for students.

Queensland Justices Association complies with all relevant State and Commonwealth laws relevant to the operation of the training premises, including OH&S and fire safety regulations and ensures that training premises are have adequate lighting and ventilation.

Queensland Justices Association ensures that training facilities, equipment and other resource materials are adequate for the courses being delivered and are maintained in good order and repair.

Qualified and Professional Staff

All trainers have:

- Demonstrated competencies at least to the level of those being delivered. They must be a JP (Qual) of some years standing. They must also be able to demonstrate prior training experience that is current and relevant to the course that they are involved in delivering.
- Demonstrated achievement of at least TAE40116 Certificate IV in Training and Assessment or its equivalent.

Course Outcome

Students are reminded that appointment as a Justice of the Peace or Commissioner for Declarations is a separate process to successful course completion.

Statement of Attainment

On successful completion of your training program, the Queensland Justices Association will issue a Statement of Attainment. If a student is not considered to have achieved competency after completing the course, two further chances will be offered, free of charge to attain competency. If further attempts are required beyond the two opportunities, then further course charges will be payable.

Partial completion of qualifications

If you are unable to achieve the full qualification you will be issued with a Statement of Attendance. A statement of attainment can be achieved later through re-enrolment in a course.

Information appearing on certificates

Certificates and Statements of Attainment will include the following:

- RTO's name and logo.
- Name of the person receiving the credential.
- Name and code of the accredited course and units.
- Certificate number.
- Date of issue.
- Signature/s of the RTO's authorised signatory.
- Nationally Recognised Training logo.
- State training body logo.

Provision of replacement Statement of Attainment

Statements of Attainment will be provided within one month of successful completion of training. Qualifications are issued under the authority of relevant State Training Authority and recognised within the Australian Qualifications Framework. Replacement Certificates are available on request. Re-issued Statements of Attainment will be notated to the effect that they are re-issued. A fee may apply.

Mutual recognition

Queensland Justices Association will accept and mutually recognise the qualifications and Statements of Attainment awarded by other Registered Training Organisations.

Complaints and Appeals Processes

Complaints

Queensland Justices Association has a complaints procedure to help resolve any issues you may have in relation to your training program. If you are not happy with any part of the program you may follow the procedures set out in the Queensland Justices Association Complaints Policy. Information and relevant forms are available from the Registrar.

QJA Student Information Handbook

All students are entitled to a fair hearing. To ensure this happens the following procedure has been implemented:

- If you believe you are not fairly treated, your first approach should be discussing your concerns with your trainer.
- Your trainer should note your concerns and assist you to resolve them.
- If you are unable to approach your trainer for any valid reason or because the problem is of a personal nature, you should speak to the Training Program Administrator, telephone (07) 3392 2455. At this stage the Training Program Administrator will determine if the complainant wishes to initiate a formal written complaint. If so, a complaint form will be made available. This is completed, and the Training Program Administrator will liaise with the appropriate parties to reach a solution.
- Should the matter be unresolved, the matter will be referred to the Director for training and the Board to reach a solution.
- Should the matter remain unresolved the President of the Queensland Justices Association may refer the matter to the independent QJA Appeals Committee, which operates as per section 10 of the QJA Constitution.

It is your responsibility to discuss any grievances with personnel from the Queensland Justices Association **before you take these grievances outside the organisation.**

After you have been given an opportunity to express your concerns a plan will be developed to deal with the issue, in consultation with you.

All discussions will be documented, and you will have access to this documentation.

Confidentiality of grievances

Your concerns will be handled in the strictest confidence, although it must be acknowledged that all parties in the dispute need to be aware of the matters in dispute.

No information or documentation you have provided will be handed over to an outside organization without your permission.

The lodging of a grievance will not affect a student's ability to continue studying or receiving other services they are eligible for from the Association.

Appeals Process

Should you have any concerns about the assessment process or results you can ask for a review, and/or also have a right of appeal. Please discuss your concerns with your trainer or Course Coordinator.

If not satisfied with the outcome you may contact the Registrar who will advise you of the options for accessing assistance from an independent authority.

QJA Student Information Handbook

Other Policies and information.

Copies of Queensland Justices Association policies are available on request. Please advise your course coordinator if you require any further information.

Other Services Offered to Students who are Members

Queensland Justices Association offers a wide range of services to clients as well as the training covered by this handbook. Some of these services which are of interest to students of QJA training programs are:

- Ongoing membership of the association.
- Professional Development seminars.
- Professional Development delivered online.
- QJA State Conference.
- Sale of JP and C. Dec Merchandise.

For enquiries about these and other services offered by the Queensland Justices Association, please call 07 3392 2455 or refer to <http://www.qja.com.au>

QJA Student Information Handbook

Contact Details:

Please contact the **Training Program Coordinator** should you have any queries about any aspect of your training.

Registrar/Business Manager

Name: Wendy La Macchia

Email: admin@qja.com.au

Phone: (07) 3392 2455

Training Program Coordinator

Name: Pamela Currie

Email: training@qja.com.au

Phone: (07) 3392 2455

Merchandise and Training Support

Name: Aaron Dunster

Email: merchandise@qja.com.au

Phone: (07) 3392 2455

Membership and Training Support

Name: Gabor Beres

Email: memberships@qja.com.au

Phone: (07) 3392 2455

President of Queensland Justices Association

Name: John Carpendale

Email: john.carpendale@qja.com.au

Phone: (07) 3392 2455