About the CLET Shield

Each element of our 'Shield' has specific meaning to symbolise strength and confidence for CLET graduates.

**Logo:** the logo sits in the centre of the shield and includes the green and blue balls shadowed by grey umbrella. This is one of our 'Registered Trademarks'

The logo represents our student’s personal journey, starting as the green ball at the beginning of their course and growing into the blue ball when they finish. This is achieved under the grey umbrella of guidance and support while they study with us.

This logo is surrounded by significant Australian symbols, these are:

The **Kangaroo and emu** who cannot actually take a backward step, they only move forward, which is very much in line with CLET's advice to our students during their course.

The other areas on the shield include the **Southern Cross** which shines high above Australia and in the bottom left corner a representation of **Aboriginal art**, acknowledging our proud and very talented indigenous people.

Finally, the **flowing flag** underneath our shield completes the CLET educational philosophy displaying ‘Nos tradam te’ which is Latin for ‘We will prepare you!’ another College ‘Registered Trademark.’

**Nationally Recognised Course**

This CLET Course is Nationally Recognised and accepted Australia wide.

**CSC20115**

*Certificate II in Justice Services*
Welcome to your course information guide!

04 Modern learning

05 Why study with CLET

06 Course overview

07 Job titles and course delivery

09 Online learning and payment options

10 Course duration

10 Recognition of prior learning

11 Admission requirements

12 Computing requirements

13 Student support

14 Language, Literacy and Numeracy testing

16 Units studied

17 Funding support

18 Enrolment process

19 Contact details
Modern Learning

Teaching with technology

The College for Law, Education and Training (CLET) is an Australian family owned and operated Registered Training Organisation RTO#31254 with a true passion to offer our students the most modern education experience possible using the most current web development, online technologies and training techniques.

Study experience

These technologies now drive the CLET online study experience, the Study Cloud. Your computer, tablet and mobile phone are now your classroom. Using the Study Cloud, you can study in the environment that you choose, free from travel, distractions and deadlines. This means no assessment due dates, so less pressure. You have access to your study resources 24/7, can access all training, administration and accounts college staff using the online Student Hub.

Support system

Receive one on one support using the Study Cloud online message system, live chat or over the phone. Hang out in the online student lounge, chat to other students using study mates, post a comment on a forum, read through frequently asked questions, or simply hit the logout button to finish your study for the day.
Why study with College for Law, Education and Training (CLET)?

- Our mission is your success
- Australian family owned and operated
- Access study resources and submit assessments online 24/7 using Study Cloud
- Our learning material is developed and written in house by industry professionals
- Our trainers are all highly experienced in the industry relevant to your course
- Dedicated Student Support staff waiting to answer your questions
- All qualifications are Nationally Recognised
- In the study cloud there are real people, working just for you
**CSC20115 - Certificate II in Justice Services**

**Course Overview**

The CSC20115 - Certificate II in Justice Services is a great introductory course for any individual who is interested in justice and offender management. Covering the safety and security in a justice setting, this course provides students with the confidence and knowledge to commence or enhance their career and daily workplace enjoyment in the justice sector.

<table>
<thead>
<tr>
<th>Course Details</th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td><strong>Course Code:</strong> CSC20115</td>
<td><strong>Course Duration:</strong> Max - 24 months</td>
</tr>
<tr>
<td><strong>Qualification Awarded:</strong> Certificate II</td>
<td><strong>Hours Allocated:</strong> 210 hours</td>
</tr>
<tr>
<td><strong>Units Studied:</strong> 8 Units</td>
<td><strong>Nationally Recognised:</strong> Yes</td>
</tr>
<tr>
<td><strong>Fees:</strong> $995</td>
<td><strong>Payment Plan:</strong> Yes - see below</td>
</tr>
<tr>
<td><strong>Delivery Mode:</strong> Online</td>
<td><strong>Attendance:</strong> No - all resources and support online</td>
</tr>
<tr>
<td><strong>Work Outcomes:</strong> Admin support, reception</td>
<td><strong>Enrolment Open:</strong> Yes - enrol now</td>
</tr>
<tr>
<td><strong>Assessments:</strong> Written, online quizzes</td>
<td><strong>Awarded by:</strong> CLET</td>
</tr>
<tr>
<td><strong>Assessment Due Dates:</strong> No - study at your pace</td>
<td><strong>Student Support:</strong> 7 Days - live chat, message, phone</td>
</tr>
<tr>
<td><strong>VET FEE HELP:</strong> NO, the Government do not fund Certificate II level</td>
<td><strong>When can I start?:</strong> Monthly start dates available, see course timetable on the course page for dates</td>
</tr>
</tbody>
</table>

Assessments submitted online and assessment feedback available online 24/7
CSC20115 - Certificate II in Justice Services

Job roles and titles vary across different industry sectors.

Possible job titles relevant to this qualification include:

- Justice Agency Volunteer
- Justice Support Roles
- Police Administrative Support

- Watch House Officer
- Prison Officer

Study = Employment = More Study = Confidence = Control

If you decide this course is for you and enrol, there are many employment doors that have the potential to open. However, many students find that they enjoy the challenge and achievement that study brings to the table and as they seek employment or enjoy a promotion, they move on to other CLET courses and study as part of their yearly plan.

Employment is one option, more study is another, to be more competitive in the workplace another, but because study equals more knowledge, skills and confidence, when you put that all together it equals more control and analytical ability to tackle our life challenges.
What you need to know about this course.

How is the course delivered?

This is an online course that you can study at your own pace. This means that you will login to Study Cloud where you are provided with all your study resources and support on your computer, tablet and smartphone.

<table>
<thead>
<tr>
<th>What learning materials are included with this course?</th>
</tr>
</thead>
<tbody>
<tr>
<td>● unit guide for each unit of study</td>
</tr>
<tr>
<td>● trainer PowerPoints if needed</td>
</tr>
<tr>
<td>● audio guides and instructions</td>
</tr>
<tr>
<td>● web resources &amp; videos</td>
</tr>
<tr>
<td>● relevant articles</td>
</tr>
<tr>
<td>● course forums</td>
</tr>
<tr>
<td>● online quizzes</td>
</tr>
<tr>
<td>● textbook if needed</td>
</tr>
</tbody>
</table>
### What is online learning? Your Study Cloud is available 24/7

| Access learning resources and assessments online 24/7 | No more visiting the library, it is all online |
| Complete and upload assessments online | Student forums and FAQ’s all available 24/7 |
| Absolute flexibility and you choose when to study | Assessment grades and feedback provided online |
| Your classroom goes everywhere with you | Access to all student support services via the student hub |

### What are my payment options?

**FEES -** By Payment Plan: $995 (Full Fee)

- Payment option: $210 on enrolment plus $210 x 4 months (includes the admin fees)
- Payment option: Approved credit assessment payment plan: $500 deposit and payment plan as per CLET credit assessment
What is the duration of the course?

You may study this course at your pace, largely due to the amazing flexibility of our Study Cloud, with a maximum study period of 24 months.

What will I learn?

Safe work practices, achieving goals, communicate effectively, maintain security, write routine workplace materials, offender services, health, safety and welfare of offenders and contain incidents that jeopardise safety and security.

<table>
<thead>
<tr>
<th>How is this course assessed?</th>
</tr>
</thead>
<tbody>
<tr>
<td>● online quizzes</td>
</tr>
<tr>
<td>● produce PowerPoints</td>
</tr>
<tr>
<td>● produce word documents</td>
</tr>
<tr>
<td>● complete workbook</td>
</tr>
<tr>
<td>● short answer questions</td>
</tr>
<tr>
<td>● produce audio answer</td>
</tr>
<tr>
<td>● report writing</td>
</tr>
</tbody>
</table>

What about Recognition of Prior Learning (RPL)?

Recognition of prior learning is available on this qualification.

If you have employment experience in this area, you may apply for recognition of prior learning. You will need to be able to provide evidence of your employment experience and the CLET RPL team will assist you through the RPL assessment process. Apply now... or after enrolment via the Study Cloud.

Credit for prior study, or an equivalent, is also available if you can provide a copy of your transcript/s from your earlier study and CLET will conduct a credit assessment.
Admission requirements

What are the admission requirements for the course?

- **Minimum age requirements:** Completion of year 10.
- **Employment requirements:** There are no specific employment requirements. However, this course is suitable for candidates who work or who would like to achieve employment in a business office environment.
- **Education requirements:** There are no formal entry requirements for this qualification, however please read through the following information to assess if you have the English language and literacy skills necessary to successfully complete this program.
- **Preferred entry requirement:** Completion of year 10.
- **Is this course right for me quiz:** As part of your preparation to study this course, you may complete a self-assessment style quiz on the CLET website course page to determine if this course is suitable for you.
- **English requirements:** This course is delivered in English online and requires all participants to have sufficient spoken and written comprehension to successfully complete all study and assessment requirements. Participants with English as their second language must be confident they can read, write and learn in English. A small Language, Literacy and Numeracy assessment is conducted as part of the enrolment process. This is emailed to you following your enrolment submission.
Computing requirements

What are the computing requirements for the course?

Windows PC / Laptop
- Windows Vista (or higher)
- Latest version of Firefox or Chrome
- Microsoft Office (2010 or higher)
- Latest Flash Player
- Latest Adobe PDF Reader

Apple Mac PC's
- Mac OS X 10.6 (or higher)
- Latest version of Firefox or Chrome or Safari
- Microsoft Office for Mac (2010 or higher)
- Latest Flash Player
- Latest Adobe PDF Reader

Android
- Android 4.2 (or higher)
- Latest version of home

iPhone & iPad
- iOS 7 (or higher)
- Latest version of Chrome or Safari

Software requirements
- Adobe PDF Reader
- Microsoft Office 2010 or higher
- Skype
- Microphone or smartphone, tablet to record audio
Student Support

What support services are available?

The CLET Study Cloud delivers all study resources 24/7. Many students tell us that because everything is at their fingertips they can just study through their course one step at a time and are happy to be left alone to work at their pace, but are comfortable to know that support is just a click away if needed.

Other students like to ask questions and engage with trainers and support staff regularly.

You control the support you need, with full access to:

Student hub
Ask study, admin and accounts questions and submit requests 24/7.

Student lounge
A nice area to attend and hangout going through daily news, reading FAQ’s, educational quotes, course terminology, student live chat rooms, run a student journal, watch study tutorials or just log how you are feeling on that day.

Study tips and support resources
Lots of professional videos and online support resources available when needed.

Live chat
Instant answers to your study questions available Monday to Friday.

Grades area
Access your assessment results and trainer feedback 24/7.

Study mates
Connect with other students studying your course and ask your trainers questions.

Profile
Access your course unit list and progress report.

SMS notifications
Receive SMS and email notifications when your assessments are marked and when a message is sent to you by support staff and trainers.

SMS after hours support
Urgent study questions are encouraged using our after-hours SMS support number, available 7 days.
Language, literacy and numeracy testing

This is provided as part of the enrolment and induction process to allow us to check your core skills learning, reading, writing, oral communication and numeracy skills entering the course. This will allow our support staff to build a profile against your selected course and offer you a support plan if needed. This is designed to increase your ability to successfully complete your course in a timely manner that best suits your personal needs.

What core skills will I be expected to use and at what level during this course?

Each core skill is ranked between (low) level 1 – 5 (high) levels of performance:

- Learning
- Reading
- Writing
- Oral communication
- Numeracy

CLET provides you with an amazing amount of online study resources and support staff to answer your questions and provide assistance when necessary.
The following table allows you to see what level of the core skills you will need to successfully complete this course, with assistance from CLET support staff.

<table>
<thead>
<tr>
<th>Core skill</th>
<th>Level</th>
<th>What is expected during this course?</th>
</tr>
</thead>
<tbody>
<tr>
<td>Learning</td>
<td>Level 3</td>
<td>Willingness and ability to learn independently while you are accessing and evaluating a broad range of study guides. You must be able to accept new learning challenges</td>
</tr>
<tr>
<td>Reading</td>
<td>Level 3</td>
<td>Ability to read a range of less familiar texts and look for meaning and ideas from each text, which will include study guides and reading documents</td>
</tr>
<tr>
<td>Writing</td>
<td>Level 2</td>
<td>Ability to answer assessment questions using simple vocabulary, grammatical structure on your computer</td>
</tr>
<tr>
<td>Oral communication</td>
<td>Level 3</td>
<td>Listen to and follow audio instructions and videos that cover course content, involving a number of steps and directions. Access phone support when needed and complete audio assessments when included</td>
</tr>
<tr>
<td>Numeracy</td>
<td>Level 2</td>
<td>Work with student support when needed to build an understanding of the learning resources. Plus interpret and follow assessment instructions to complete tasks and solve problems mathematically if required</td>
</tr>
</tbody>
</table>
What will I receive on completion of the course?

Upon successful completion, you will receive a nationally recognised qualification CSC20115 Certificate II in Justice Services.

Units Studied

<table>
<thead>
<tr>
<th>Code</th>
<th>Unit Name</th>
</tr>
</thead>
<tbody>
<tr>
<td>CSCWHS001</td>
<td>Use safe work practices</td>
</tr>
<tr>
<td>CSCORG201A</td>
<td>Contribute to achieving the goals of the organisation</td>
</tr>
<tr>
<td>CSCORG002</td>
<td>Communicate effectively</td>
</tr>
<tr>
<td>CSCSAS001</td>
<td>Maintain security</td>
</tr>
<tr>
<td>PSPGOV208A</td>
<td>Write routine workplace materials</td>
</tr>
<tr>
<td>CSCOFM001</td>
<td>Support offender services</td>
</tr>
<tr>
<td>CSCOFM003</td>
<td>Maintain the health, safety and welfare of offenders</td>
</tr>
<tr>
<td>CSCSAS005</td>
<td>Contain incidents that jeopardise safety and security</td>
</tr>
</tbody>
</table>
What funding support options exist?

All CLET Courses have payment plan options.

Austudy/Abstudy: This course is eligible for approval for Austudy/Abstudy, however you will need to apply directly to Centrelink who will then contact us to complete the process.

Other courses you may be interested in:

- Certificate IV in Legal Services – BSB42215
- Certificate IV in Justice Studies – 39292QLD
- Certificate IV in Security and Risk Management – CPP40707
- Diploma of Justice Studies – 39293QLD

How to Enrol?

Simply go to the course page and click on the Enrol Now button. Complete the enrolment form and pay the course deposit. This automatically sets up your monthly payment plan where payments are deducted from your nominated credit card on the 10th of each month.

For other payment methods, please contact our accounts staff on 1300 760 605 during business hours to request the option to pay by direct debit. You will then be provided with a bypass code you will insert into the enrolment form to bypass the need to use a credit card.
Enrolment Process

What happens when I wish to enrol and complete the enrolment form?

- go through the 'Is this course right for me' quiz on this course page
- after completing this quiz and looking through all course information provided, if you decide this course is right for you, complete enrolment form by clicking on the Enrol Now button on this course page
- your enrolment is processed by CLET staff
- email confirmation of your enrolment is sent to you, including an invitation to complete your short language, literacy and numeracy (LLN) support assessment online prior to your course start date
- access to the CLET online study area is provided
- participate in your student induction
- access a full overview of your course
- complete additional informal self-assessment questionnaire
- feedback and support plan provided, if needed
- on the course commencement date and completion of the online LLN assessment you will be provided with your first unit of study and/or support activities and may get started
- work through your course, study and complete assessments, ask questions when needed
- complete your course and receive your certificate
Our Colleges

- College for Law and Justice Administration
- College for Law Education and Training
- National Fitness College

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