Link Resources

# Student Handbook



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# Introduction

Thank you for choosing Link Resources Training as your preferred training provider. Link Resources is a registered training organisation (RTO) approved by the Australian Skills Quality Authority (ASQA) to deliver a range of nationally recognised qualifications and units of competency.

Link Resources Training is committed to providing the highest quality training and assessment in accordance with the VET Quality Framework including the *Standards for RTOs 2015*. To ensure that we meet this ongoing commitment, we engage with industry on a regular basis to ensure that our training is relevant to the needs of industry and addressing current industry practices.

This Student Handbook has been developed to provide information on our policies, procedures and obligations under the VET Quality Framework. The handbook is underpinned by our internal operational processes and associated forms. Should you have any questions on the content of this handbook, please do not hesitate to ask your Trainer or our Operations Team.

The group of Directors that own Link Resources Training also owns Australian 4WD & Advanced Driver Education (RTO #31233). This student handbook applies to both Link Resources and Australian 4WD & Advanced Driver Education courses. Where Link Resources Training is stated in this handbook, the same policies and procedures will apply to Australian 4WD & Advanced Driver Education.

# About Link Resources Training Registered Training Organisation (RTO)

Link Resources Training was founded in 2018 as a provider for high quality training and assessment to the heavy industry sector.

**Our Vision**
Provide flexible education with emphasis on valued outcomes for both students and employers.

**Our Goals:**

- Providing tailored training solutions to meet the needs of employers and students
- Ensuring all programs; services and organisational processes are underpinned by approved standards and practices
- Recruiting and retaining highly qualified and motivated Trainers with current industry knowledge experience
- Contributing to a sustainable workforce with the potential for greater productivity in the heavy industry sector

**Contacting Link Resources Training**

If you should need further information, support or assistance, please do not hesitate to contact us.

General and Booking Enquires Phone: 07 5491 2144
Email: info@link-resources.com.au

# Student Acknowledgement

Before you complete and sign your enrolment form for a Link Resources Training course, please be sure that you have read through this handbook and understand its contents. If you do not understand something, please contact us to speak to one of the friendly team. By completing, signing, and submitting your enrolment form, you are acknowledging that you have read this handbook and understand its contents.

# What is VET?

Australia's VET (vocational education and training) system is based on nationally endorsed Training Packages that identify specific skills and knowledge applied in the workplace. For more information on Australia's VET system visit: training.gov.au

# National Recognition

### What does 'nationally recognised' mean?

This means that a course meets the standards required by industry and the qualification or statement of attainment you gain is recognised throughout Australia. A course is nationally recognised if it is developed under the Australian Qualifications Framework (AQF) and delivered by an RTO. It is our policy and a legislative requirement that we formally recognise all AQF qualifications and Statements of Attainment (SOA) issued by any other RTO. Please contact us should you wish to investigate and be accredited for recognition of your prior qualifications.

# ASQA Standards, Governance, and Legislative Requirements for RTOs

The Australian Skills Quality Authority (ASQA) Standards and their elements specify the key requirements to be met by each RTO. The Standards for RTOs 2015 do not specify detailed processes but explain the outcomes to be achieved through the application of each Standard. Link Resources is able to show, through systematic approaches to management and continuous improvement, that it is focused on continuously improving its outcomes in relation to each Standard.

In addition to maintaining compliance with ASQA Standards, Link Resources manages its training programs in accordance with VET State and Territory legislation and regulations. As part of its training program, Link Resources encourages all students to be familiar with the relevant legislation, Acts and the Licensing Authorities' requirements and how they impact on their workplace.

Please visit the Australian Government ComLaw website to access and review relevant legislation.

Link Resources take responsibility and follow processes to ensure our training and assessment practices comply with the *National Vocational Education and Training Act and Training Regulator Act 2011*.

**Student Protection through Governance Arrangements**

For your protection as a student, Link Resources maintains governance arrangements across all its operations, within its scope of operation. The CEO ensures that Link Resources complies with the VET Quality Framework and any national guidelines approved by the Australia Skills Quality Authority (ASQA) and the Australian Qualifications Framework (AQF).

# Link Resources Training and Enrolment Processes

All courses that are on offer are advertised on Link Resources website and our scope of registration can also be accessed on the National Training Register.

Training is delivered in the following modes:

- Face to face classroom training
- Practical training at client sites
- On-the-job assessments
- Online
- Blended

During the enrolment process students may be requested to provide prerequisites. When this is requested, it is critical that the prerequisites are provided before the commencement of the course to ensure the enrolment process is completed correctly.

Prerequisites are units of competency that are critical to achieving subsequent competency. They vary based on the course offering. Please consult the course outline for specific prerequisite information. It is imperative that you review the course information and determine if you hold the prerequisites before enrolling to ensure successful enrolment.

Some courses have prerequisites that **MUST** be supplied prior to attending the course. This will be communicated on the website, in the booking confirmation, and on the phone if you call. In the event a prerequisite is not received by COB on the business day prior to the course, the enrolment will be cancelled and entry to the course will be refused. If this occurs, the course fee will not be refunded.

### Enrolment and Induction Processes

The enrolment process allows Link Resources Training to collect accurate and true information on individual students and their programs of study. This information enables us to plan our resources and enables us to help identify the learning needs of each student. By filling out the enrolment form it will also ensure that our state and federal government regulatory requirements are met.

Completion of the Enrolment Form is compulsory and extremely important for any course which you wish to complete. Every field in the enrolment form requires your attention and completion. If you do not complete every field on t enrolment form, we are unable to issue you your Statement of Attainment on completion of your training.

Enrolment data is collected and stored electronically, and the original copy is filed in your individual student file. Link Resources Training accepts all students right to privacy and will treat all student information provided at enrolment confidentially.

When you have decided on the course you would like to complete, simply contact our Operations Team who will arrange for you to be booked and enrolled into the course providing you meet entry requirements.

On course commencement a Link Resources Training representative will conduct a formal induction which will include but not be limited to:

- Trainer and student introductions
- An overview of the course including main content, assessment processes, finish time and break times
- A tour of the training facility
- Evacuation procedure and assembly point

- Opportunity to discuss your learning needs and how you learn best
- Support services and who to go to if you require support
- Our contact information

## Enrolment Confirmation

Upon successful enrolment you will receive written confirmation of your course details and any additional information relating to your enrolment. The enrolment confirmation includes the time, date and location of training, the resources the student should bring to the course and overview of the units of competency to be studied and the format / style of training to be provided.

All course confirmations are administered by Link Resources. Where a student has booked a course for Australian 4WD & Advanced Driver Education, the student will receive a booking confirmation from a Link Resources Training email. The enrolment confirmation will identify the course requirements for Australian 4WD & Advanced Driver Education and state the following:

> *Important Information: You may have booked this course through Link Resources Training or Australian 4WD. Please note this course is delivered by Australian 4WD and Advanced Driver Education. Your statement of attainment will be issued by Australian 4WD and Advanced Driver Education RTO Provider Number 31233. As of 1 October 2022, Australian 4WD and Advanced Driver Education is wholly owned by Link Resources Training.*

## Fee Inclusions

Each qualification, unit of competency, course or RPL/Credit Transfer offered by Link Resources has a specific course fee. The course fee is the maximum fee that may be charged to the Student for their selected training program.

All fees will be paid according to the fee structure disclosed at time of enrolment. A relaxation of the usual fee structure to assist the students may be available with prior arrangements made with the Operations Team.

It is Link Resources' Training policy that the course fee will be all-inclusive. Students will not be 'surprised' by unexpected requirements, fees or expenses.

**Inclusions:**

- Tuition
- Support and coaching
- Any associated Student workbooks, handouts or manuals
- Classrooms and facilities
- Access to any specialised equipment necessary in the training

For online courses an additional tutoring fees will be detailed and may be payable if an unreasonable amount of additional tutoring is required (unreasonable may be defined as requiring assistance with most assessments or tutoring/coaching over a cumulative duration of 1.5 hours).

Where additional resources normally associated with a program of study are required (e.g. reference material, research documents, own computer) the Student will be clearly advised of exactly what is required in the precourse materials or enrolment confirmation for the program.

## Unique Student Identifier (USI)

As of 1st January 2015, all students enrolling into nationally recognised training must have a USI. The USI scheme provides a national single authenticated online record of your training achievements. In this way

you will have the ability to access and share your training records with a variety of stakeholders including other training providers, and making enrolment and credit transfer processes more efficient. Over time other education sectors will join the scheme, providing a one stop repository of your training and education achievements.

You need to be aware that Qualification certificates and Statements of Attainment cannot be issued if you do not hold a current and verified USI. To avoid delays in the issuance of certificates Link Resources Training will ensure that USI's are applied for or verified at the time of enrolment. You can either arrange to get your own USI or we can apply on your behalf with your permission. This is arranged by contacting the Compliance Team.

To create a USI for yourself you will need to go to the USI website at http://www.usi.gov.au/help-centre/student-help/Pages/create-a-USI.aspx The website provides self-explanatory steps to apply for your USI including a list of the suitable identification documents you will need to provide to complete your USI application.

**Your Unique Student Identifier – Privacy**

Your Unique Student Identifier (USI) account contains personal information, contact details and access to your training records and results (transcript). The USI Registry System has been designed to keep this information safe and secure and is only accessed by those organisations listed in the terms and conditions.

The USI Registry System also allows you to choose which training organisations can see this information and when. The personal information that you provide to the Student Identifiers Registrar is collected, used, and may be disclosed, in accordance with the provisions of the *Student Identifiers Act 2014* (Cth) and the *Privacy Act 1988* (Cth).

The Student Identifiers Registrar's Privacy Policy provides information about the protection of your information, including how you can access and seek correction of your personal information held by the Student Identifiers Registrar and how to make a complaint about a breach of your privacy and how such complaints are handled. The Student Identifiers Registrar's Privacy Policy can be found at usi.gov.au/Pages/privacy-policy.aspx.

# Student Code of Conduct & Support

**Disciplinary Procedures**

Link Resources Training adheres to the principles of adult learning and aims to create a learning environment that facilitates the learning of all students without interference or disturbance from others, and encourages students to respect and protect the rights of others. Students are expected to adhere to the Code of Conduct and behave in a professional manner at all times.

Link Resources Training provides training services in a spirit of cooperation and mutual respect. When attending a course at our premises or any other place where we are conducting training, or where you are known to be a student of Link Resources Training, we ask that students be courteous to each other, to our staff and to all people who you encounter in and around the venue.

**Please consider and abide by these basic rules:**

- All students must comply with all reasonable requests and requirements made by Link Resources Training staff
- No student should attend any class while under the influence of alcohol or any drugs (prescribed or otherwise)
- Any form of discrimination, bullying, or harassment or any obscene, offensive or insulting language or behaviour will not be tolerated
- Disruptive behaviour is unacceptable and will not be tolerated
- Any breaking of any state or federal law (e.g., stealing, damaging property, assault etc.) will be reported to the relevant authority

Students who are in breach of the Code of Conduct may face disciplinary action. Breaches include but are not limited to:

- Willful damage or removal of Link Resources Training property
- Assault or harassment (physical or verbal)
- Cheating or attempting to cheat or assisting any other student to cheat by any means
- Negligent or disorderly conduct towards a staff member or student
- Being under the influence of alcohol or drugs
- Smoking within Link Resources buildings
- Infringing copyright

In addition, students should also note that enrolment may be suspended or discontinued by Link Resources Training for:

- Behaviour that threatens the safety of others, interferes with the duties of staff or other student's study, damages or threatens Link Resources Training property, or the good order of Link Resources Training
- Non payment of course or unit fees
- A second incident of cheating or plagiarism

## Accountabilities

Link Resources Training is committed to:

- Providing a supportive and encouraging learning environment
- Promoting a climate conducive to effective learning
- Conducting training in a professional and ethical manner

Link Resources Training staff are committed to:

- Treating all students with respect and courtesy

- Ensuring all students are treated equally and fairly
- Maintaining currency in their vocational field of expertise and training and assessment practices.

Link Resources Training will notify students as soon as practicable in the event that:

- There is a change of RTO ownership
- There are any changes to or new third-party arrangements in the delivery of services.

Students are expected to:

- Display a commitment to learning and to achieving success
- Be responsible and to be accountable for their own learning, behaviour and decisions
- Actively participate in all activities and learning experiences
- Report to class promptly each day, ready and willing to actively participate
- Be accountable for punctuality and attendance
- Use acceptable language and be polite. (Verbal abuse, offensive language and disrespect are unacceptable and will not be tolerated)
- Wear clothing and shoes suitable to undertake the course
- Work in harmony and respect the rights and opinions of other students
- Treat others as they themselves would like to be treated
- Stay within the designated areas and not distract other classes being conducted
- Value and care for all Link Resources property
- Be free of the influence of alcohol and drugs

Any breach of this code may result in disciplinary action. You are expected to behave appropriately during training and assessment. Your Trainer will reserve the right to speak with you and take action if your behaviour is disruptive to the training and assessment process.

**If a Trainer/Assessor or staff of Link Resources Training is unhappy or dissatisfied with the behaviour or performance of a Student, the Trainer/Assessor or staff has the authority to:**

- Warn the student that their behaviour is unsuitable or unacceptable
- Ask the student to leave the training venue or immediately cancel the class
- Cancel the students enrolment in the course without refund or acceptance into another course

**Dress Code**

It is expected that students be dressed appropriately and according to training, learning and assessment activities.

*Classroom training only:* smart casual dress is required which includes enclosed shoes.
*Practical tasks/training:* shirt, pants, and steel cap boots. Should you not have steel cap boots you may wear enclosed shoes.

During any practical training sessions, it is expected that all students will be appropriately attired for the particular session. The industry has certain safety requirements that must be observed. If personal protective equipment (PPE) is required to participate in or complete a practical session, you will either be advised prior to the course, or it will be provided for you.

It is not acceptable for Students to attend a course or workshop wearing clothing that bears obscene, offensive or insulting images or wording.

## Disability Disclosure

When completing the Student Enrolment Form, you will be asked to disclose any disabilities that you may have. To provide context around the selection please see below. Disability in this context does not include short-term disabling health conditions such as a fractured leg, influenza, or corrected physical conditions such as impaired vision managed by wearing glasses or lenses.

**Disability types and definitions:**

The five recognised equity groups in vocational and training (VET) women, Indigenous people, people with a disability, people in regional/rural areas and people from non- English speaking backgrounds—people with a disability, as a whole, have the lowest levels of educational achievement and employment outcomes from VET.

**Hearing / Deaf**

Hearing disability relates to the ability to sense the presence of sounds and discriminate the location, pitch, loudness and quality of sounds. It encompasses functions of hearing, auditory discrimination, localisation of sound source, lateralisation of sound, speech discrimination; impairments such as deafness, hearing impairment and hearing loss.

**Learning/ Intellectual**

There is a diversity in the underlying concepts, definitions and classifications of intellectual disability adopted in Australia. In general, the term 'intellectual disability' is used to refer to low general intellectual functioning and difficulties in adaptive behaviour, both of which conditions were manifested before the person reached the age of 18. It may result from infection before or after birth, trauma during birth, or illness. (NCVER 2002).

**Acquired Brain Impairment**

Acquired brain impairment is injury to the brain that results in deterioration in cognitive, physical, emotional or independent functioning (Ministerial Implementation Committee on Head Injury in 1995, cited in NCVER 2002). Acquired brain impairment can occur as a result of trauma, hypoxia, infection, tumour, accidents, violence, substance abuse, degenerative neurological diseases or stroke. These impairments may be either temporary or permanent and cause partial or total disability or psychosocial maladjustment (NCVER 2002).

**Medical Condition**

Medical condition is a temporary or permanent condition that may be hereditary, genetically acquired or of unknown origin. The condition may not be obvious or readily identifiable, yet may be mildly or severely debilitating and results in fluctuating levels of wellness and sickness, and/or periods of hospitalisation; for example, AIDS, cancer, chronic fatigue syndrome, Crohn's disease, cystic fibrosis, asthma, diabetes, multiple sclerosis and muscular dystrophy (NCVER 2002).

**Physical**

A physical disability affects the mobility or dexterity of a person and may include a total or partial loss of a part of the body. A physical disability may have existed since birth or may be the result of an accident, illness or injury suffered later in life. Examples of physical disability include absence or deformities of limbs, arthritis, ataxia, back disorders, bone formation or degeneration, cerebral palsy, multiple sclerosis, muscular dystrophy, paraplegia, quadriplegia, spina bifida, etc. (NCVER 2002).

**Mental Illness**

Mental illness refers to a cluster of psychological and physiological symptoms that cause a person suffering or distress and which represent a departure from a person's usual pattern and level of functioning.

**Vision**

Vision disability relates to sensing the presence of light and sensing the form, size, shape and colour of visual

stimuli. It can range from a partial loss of sight causing difficulties in seeing up to and including blindness. This may be present from birth or acquired as a result of disease, illness or injury.

## Online Support

Throughout the duration of your online course, students will be provided with an email address to communicate specific queries relating to course content and assessments to a Trainer who has been assigned to a particular unit in the course.

Your Trainer will endeavour to reply to all emails by close of business the following working day. If you are concerned that your email has not been received or responded to within this timeframe, please contact us on (07) 5491 2144.

**General turnaround timeframes:**

| | |
|---|---|
| **Phone and email support:** | by the close of the following working day |
| **Marking:** | up to 20 business days – marking timeframe is from the receipt time of a compliant assessment |

**Note:** Complicated and time-consuming assessment may be extended beyond this timeframe, e.g. final assessment items.

## Assessment

Assessment in a competency-based environment is based around the acquisition of knowledge and then a demonstrable use of that knowledge in a practical sense. For most of our courses, you will be required to undertake assessment of a theoretical nature and demonstrate skills or in a practical environment.

At key points in your course, you will be assessed by a qualified Assessor, who will use a variety of assessment methods to determine your progress and level of skill and knowledge.
The methods of assessment that may be used include the following:

- **Written** – such as:
  - Tests held during training sessions.
  - Projects that you will be given to complete during sessions, on-the-job or in your own time.
  - Assessment questions in your workbook.
- **Observation** - A qualified Assessor will either come to your workplace and observe you while you work, and/or observe you in a scheduled training / assessment session.
- **Verbal Questions** - A qualified Assessor or Trainer will ask you questions. This could occur while you are working or in a training session.
- **Class Exercises** – A range of activities completed in class.
- **Role Plays**
- **Supervisor/Third Party Reports**

Detailed assessment information for each unit of your course will be provided at the beginning of each unit. Assessment outcomes for each unit will be noted C – Competent or NYC – Not Yet Competent. You must satisfactorily complete all assessment components of each unit to be deemed Competent (C).

If you are assessed as Not Yet Competent, comments and feedback will be provided to you detailing requirements in order to achieve competency. A timeline will also be negotiated for re-assessment to occur.

Re-assessment costs are detailed further in this document.

At the end of your course and subject to satisfactory completion of all units a Statement of Attainment or Qualification Testamur will be issued to you. If you do not satisfactorily complete all course units, you will be issued with a Statement of Attainment for those units successfully completed.

For students enrolling and completing a single unit of competency or multiple units of competency i.e., not a nationally recognised qualification, you will be issued with a Statement of Attainment for the unit or units successfully completed.

At any stage of the assessment process the student can lodge an appeal related to an assessment decision. Refer to the Complaints and Appeals section of this booklet for further information.

## Special Consideration in Assessment

If you are experiencing circumstances beyond your control which are impacting on your ability to meet the assessment requirements of the course, you should discuss this with your Trainer / Assessor as soon as possible, and in all instances prior to due date of an assignment or the administration of an assessment task (e.g. test or exam). Depending on the nature of your request the matter will usually be resolved by your Trainer / Assessor.

However, in some circumstances the matter will be referred to the Operations Manager for further consideration. You may also be required to email the Operations Manager and include the reasons for requiring the special consideration. Evidence to support the request (e.g., doctor's certificate) may also be required.

On the basis of the information provided, the Operations Manager in consultation with your Trainer / Assessor will determine if the request for special consideration is approved or not approved. You will be advised in writing of this decision, and if approved, the changes to the assessment process will be implemented.

## Re-assessment

If you are assessed as 'Unsatisfactory/Not Yet Competent' in all or part of a unit you will be provided with an opportunity to be re-assessed. In the first instance the Assessor will need to discuss the initial assessment outcome with you and decide on an appropriate course of action prior to re-assessment. This may include further training and/or further simulated work-based experience.

Please note, where you have been unable to achieve competence after multiple attempts you will need to re-enrol in the unit(s) at the fee rate negotiated with the Operations Manager.

If at any stage a student feels that they were not being treated fairly in this process, an appeal can be lodged. Please refer to the complaints and appeals section of this handbook.

## Completion Dates

If circumstances beyond your control that will prevent you from completing an assessment task by the due date, you are advised to discuss this with the respective Assessor who may require you to submit a written request. Requests for extension must be received at least five working days prior to the due date of submission and clearly outline the reasons for requesting the extension.

On the basis of the request, the Assessor will determine whether an extension of the submission due date will be granted or not granted.

## Course Outcomes

Link Resources Training does not guarantee:

- that you will successfully complete a course, or
- that you can complete a course in a manner which does not meet the training and assessment requirements of that course, or
- that you will obtain a particular employment outcome where this is outside the control of Link Resources Training.

However, Link Resources Training is committed to providing you with an engaging, positive, and productive training and learning experience. We will work with you to develop the knowledge and skills required by the specialist industry course you have selected. We encourage you to be actively involved in the learning process and make the most of our Trainers' skills, knowledge, and experience.

## Class Breaks

During training mini refreshment and longer lunch breaks will be scheduled. A microwave, refrigerator, coffee and tea making facilities are available for student use. Please ensure you return from breaks in a timely manner.

## Submitting Authentic Work

All work submitted must be your own work. Link Resources Training may verify authentic assessment in the following ways:

- Student confirmation and declaration (assessment summary sheet completed)
- Workplace supervisor verification
- Additional verbal questions given to Students on a random basis
- Comparison of work style and quality for all work undertaken

## Cheating and Plagiarism

Cheating and plagiarism are serious breaches of conduct and may result in disciplinary action. Plagiarism means to take and use another person's ideas or work without acknowledgement.

*Cheating includes but is not necessarily limited to:*

- Submission of work that is not your own
- Submission of work which has been stolen, purchased or borrowed
- Submission or use of falsified data
- Submitting an assessment developed with someone else without your Trainer's knowledge or permission

Whether inadvertent or deliberate plagiarism includes the following:

- Word-for-word copying of sentences or whole paragraphs from one or more sources, without clearly identifying the source/author
- Using very close paraphrasing of sentences or whole paragraphs without due acknowledgement in the form of reference to the original work
- Use of another person's ideas, work or research data without acknowledgement
- Copying computer/internet files without clearly indicating their origin

Cheating in any form will not be tolerated. Where cheating is found to have occurred, it may result in failure in the related unit or course and dismissal from the remainder of the course without refund or acceptance into another course.

Where cases of plagiarism are identified by the Trainer/Assessor they will refer matters to their supervising Manager to enact the Plagiarism and Disciplinary Policy and Procedure.

## Assessment Records

Link Resources Training is committed to maintaining and safeguarding the accuracy, integrity and currency of records without jeopardising the confidentiality of the records or our students' privacy. Upon enrolment, student details will be entered into the Student Management System. This process initiates the establishment of the student individual file that is then used to record all future details pertaining to the client. Link Resources Training retains the file in accordance with our Records Management Policy and Procedure.

Individual Student records will be stored in lockable steel filing cabinet in a locked secure office area. The electronic records are stored in AVETMISS software (clustered and backed-up) and are protected by password access. Maintaining up to date virus, firewall and spyware protection software ensures further security of records. Electronic records are backed up instantly to an external off-site location.

Link Resources Training's records retrieval system will retain student results for a period of not less than 30 years. Enrolment materials and training and assessment materials will be provided in electronic format wherever possible. Material that must be supplied in paper format, once utilised will be scanned and stored electronically.

Paper based records will be securely stored and securely shredded every six (6) months in accordance with the ASQA directions.

The RTO will ensure that any confidential information acquired by the business, individuals or committees or organisations acting on behalf of RTO is securely stored.

Access to individual Student training records will be limited to those required by the Standards for RTOs 2015 such as:

- Trainer/Assessor to access and update the records of the students whom they are working with
- Administrative and RTO staff responsible for student management
- Management staff as required to ensure the smooth and efficient operation of the business
- Officers of Work Health and Safety Regulators for purposes of complaint investigation
- Officers of ASQA or their representatives for activities required under the Standards for Registered
- Training Organisations

Or those required by law such as:

- People as permitted by law to access these records (e.g. subpoena, search warrants, social service
- benefits)
- Students authorising releases of specific information to third parties in writing
- The Students themselves, after making application in writing

## Credit Transfer and Recognition of Prior Learning (RPL)

### Credit transfer

Recognises the qualifications and statements of attainment issued by any other RTO, or applies where a unit of competency/module previously attained does not have the same unit code or unit title; however the Training Package states that it is equivalent to the unit of competency being sought. Credit Transfer can also be applied to other certification and formal learning such as tertiary qualifications where equivalence can be demonstrated.

You will be required to attach a copy of the qualification, statement of attainment and/or certificate issued

by the training provider where you completed your course. Please be aware that Link Resources Training staff will contact the training provider to verify the authenticity of qualifications, statements of attainment and certificates. If direct recognition is clearly established, you will receive full status and not be required to undertake additional training and assessments. If equivalence is not established, staff will undertake a gap analysis and inform you of the outcome in writing.

If you think that you may be eligible for credit transfer talk to our Operations Manager, preferably prior to course commencement, who will provide you with a Credit Transfer Application Form.

**Recognition of Prior Learning (RPL)**
RPL recognises the knowledge and skills you have gained through previous informal training, and past work and life experience. Your prior training and experience must be deemed equivalent to the units you will be undertaking within your course, as Link Resources Training must be satisfied that you are 'competent' in these unit/s prior to granting the RPL.

As a result, the granting of RPL is not always automatic, depending on when your prior learning/experience occurred and how this translates into the units in which you are enrolling. You may need to undergo some testing prior to RPL being granted. In other instances, your provision of transcripts with past results may be sufficient.

If you are granted RPL, you will be partially or fully exempt from completing those parts of your course and the duration of the course and fees will be reduced accordingly.

**Applying for RPL**
If you think that you may be eligible to able to apply for RPL, talk to our Operations Manager preferably before or at the start of course commencement.

You will be provided with a RPL Application Kit which includes an application form. A separate appointment will generally be required to assess your RPL application, and an RPL Assessment Fee will apply. Details of RPL fees are provided after assessment of the RPL Application.

If you are confused about whether to apply for credit transfer or recognition of prior learning, don't worry, bring in your documentation and our Compliance and Quality Manager will assist you. Before submitting your application review the information below to determine if you have current skills to be recognized.

**How do I prove that I have the necessary skills and knowledge?**
The evidence you provide within your application must be:

- Valid: verifying that your skills and knowledge meet the requirements specified in the unit of competency
- Authentic: proving that it was really produced by you or relates to your performance and knowledge
- Current: showing experience you've had within the last two to three years
- Sufficient: covering all aspects of the relevant unit/s of competency against the elements, performance criteria, performance evidence, knowledge evidence, critical aspects (where applicable) and Foundation Skills (where not implicit with the performance criteria).

When compiling RPL documentary evidence you may include the following documentary evidence, but not limited to:

- Resume or work history
- Position Description from current and previous roles
- Formal qualifications, certificates, statements of attainment and results of assessments
- Documented examples of work
- Completion of training record book or learning logs

- Details of in-house courses, in-service, workshops, seminars or inductions
- Records of training and education – transcripts of training histories
- Recent referees – references, letters or correspondence from previous employers or supervisors
- Third party reports – confirmation from previous employers or supervisors of how you have applied your skills and knowledge in the workplace in reference to the unit/s of competency
- Work performance reports
- Awards

## Modes of Study Arrangements and Flexible Delivery

Modes of study may vary from self-paced, distance or online education to face-to-face workshops (or in some cases, a combination of both). You will need to refer to the relevant course guide/information as to how the course is structured and what modes of study are incorporated.

The course guide/information indicates approximately how many hours per week you will need to spend doing self-directed study, where applicable. This may vary depending on your level or previous knowledge and how quickly you are able to locate or access resources. Self-paced, distance and online education requires you to be committed and to allocate sufficient study and research time towards your course.

Attendance at face-to-face workshops (where relevant to your chosen course) is compulsory to successfully complete the course. Learning activities and assessments are undertaken at the workshops, which are unable to be completed by distance education.

We recognise that not everyone learns in the same manner, and that with an amount of 'reasonable adjustment', Students who may not learn best with traditional learning and assessment methods will still achieve good results. We will endeavour to assist you achieve your required competency level by making any adjustments required to meet your learning needs, where the adjustment is reasonable and is within our ability.

Where we are not able to assist you, we will refer you (where possible) to an agency that can assist.

## Language, Literacy and Numeracy (LLN) Support

In order to successfully complete courses offered at Link Resources Training you will need to be able to:

- Read and comprehend written texts and write a range of short texts in a number of contexts which may be inter related
- Use and respond to language around everyday subject matter and as you progress in your course use the language and terminology specific to your area of study
- Deal with calculations either manually and/or using a calculator on an as required basis

Prior to or on enrolment in your course of study, you may be asked to complete some simple reading and numeracy exercises to gauge your level of language, literacy, literacy and numeracy. Given that our courses and industry sector have some important mathematical calculations, reading and writing requirements, it is important that we know your level of literacy and numeracy before we commence the training.

The outcomes of this assessment will determine your suitability for the course, and to identify whether you need additional language, literacy and numeracy assistance during your chosen course. If during your course of study, you have language, literacy or numeracy concerns that may affect your participation or progress in the course, please let your Trainer know. We will make reasonable efforts to modify delivery and assessment procedures, and provide additional assistance and services to support your participation and progress.

Where Link Resources Training is unable to assist we will provide referral to a relevant agency to provide

suitable support and assistance at the level you require.

### Changes to Personal Details

Link Resources Training is required by law to maintain and report specific student information. Further to this, in order for us to be able to provide you with your Qualification certificate or Statement of Attainment when you successfully complete your course, you will need to ensure that you keep your personal and contact details up to date with us at all times. Should you change your address or contact details, please call Link Resources Team to have them updated.

### Car Parking & Transport

Limited onsite parking is available; though all day street parking is available. Public bus options are available, for details of public transport options are available for both our Cannon Hill and Warana (Sunshine Coast) premises.

### Mobile Phones

All mobile phones must be turned off or turned to silent during scheduled training and assessment sessions unless the Trainer has granted approval. This approval will be given on a case-by-case basis, such as situations that are related to critical work or family responsibilities or emergencies.

### Accessing your Records

Students have the right to access and obtain a copy of the personal information and records of participation and progress. If you wish to access your records you must first contact the Operations Team by phone or email (see contact details on page 2) requesting access. Students should allow 24 to 48 hours for information to be retrieved.

You will be required to provide sufficient evidence of identification (preferably a driver's licence or passport) before the Operations Team will grant access to your records. You will be able to view all records privately and take copies where necessary for a nominal charge as detailed in the Link Resources Training Payments, Cancellations and Refund Management Policy. No other parties will have access to your records without your prior written permission except when the RTO is required to do so under legislative requirements.

Should you wish to permit a third-party access to your records, this will need to be clearly indicated. You will need to provide details of the third party seeking to access your records and the third party will also have to provide suitable identification prior to any records being released. Please contact our Operations Team to obtain the consent form.

# RTO Policies

Link Resources Training strives to ensure that each student is satisfied with their learning experience and outcome, so we have implemented policies and procedures to ensure that occurs. The following information has been surmised from our approved policies and procedures. If the information contained below is not clear or you require further clarification/direction, please contact us.

## Privacy

Link Resources Training understands the importance you place on your privacy and personal information. As such, we take your privacy very seriously and comply with the requirements of the National Privacy Principles of the Commonwealth Privacy Act 2001 and where they apply to our dealings with you, the student.

Under the Data Provision Requirements 2012, Link Resources Training is required to collect personal information about you and to disclose that personal information to the National Centre for Vocational Education Research Ltd (NCVER). Your personal information (including the personal information contained on this enrolment form and your training activity data) may be used or disclosed by Link Resources for statistical, regulatory and research purposes.

Link Resources Training may disclose your personal information for these purposes to third parties, including:

- School – if you are a secondary student undertaking VET, including a school-based apprenticeship or traineeship
- Employer – if you are enrolled in training paid by your employer
- Commonwealth and State or Territory government departments and authorised agencies
- NCVER
- Organisations conducting student surveys

Personal information disclosed to NCVER may be used or disclosed for the following purposes:

- Issuing a VET Statement of Attainment or VET Qualification, and populating Authenticated VET Transcripts
- Facilitating statistics and research relating to education, including surveys
- Understanding how the VET market operates, for policy, workforce planning and consumer information
- Administering VET, including program administration, regulation, monitoring and evaluation
- You may receive an NCVER student survey which may be administered by an NCVER employee, agent or third-party contractor. You may opt out of the survey at the time of being contacted

NCVER will collect, hold, use and disclose your personal information in accordance with the Privacy Act 1988 (Cth), the VET Data Policy and all NCVER policies and protocols (including those published on NCVER's website at www.ncver.edu.au).

### Management and security of personal information

Link Resources Training's staff are required to respect the confidentiality of students' personal information and the privacy of individuals.

Link Resources Training has in place steps to protect the personal information we hold from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.

## Student Feedback

Your feedback is important to us, so please provide us with your thoughts at any time during the course. A formal feedback process, via written surveys, will be conducted on course completion and we thank you for taking the time to complete these. If for any reason you have a concern about any aspect of the course or believe you did not receive the training and assessment services for which you enrolled, then please raise this with a staff member or via our Complaints and Appeals Procedure.

## Fees and charges

Course fees will be set by Link Resources Training on an annual basis. Link Resources Training guarantees the sound financial position of the business. We take measures to ensure that course fees paid in advance are identified and protected and the business maintains appropriate insurance policies.

Link Resources Training will inform prospective and current students of course fees and charges, payment methods and payment schedule prior to commencement of studies. Details of fees and charges are available via our website. Unless otherwise stated, all advertised fees will be fully inclusive i.e., tuition, materials and resources. A booking confirmation will also detail the course fees and applicable charges.

Organisations/employers will be invoiced, with full payment to be received within the payment terms detailed on the invoice.

Payment can be made by cash, bank deposit or credit card, in person, by mail or telephone. Students/organisations may request information regarding balance of fees paid by contacting our office.

Link Resources Training reserves the right to cancel, postpone or re-schedule courses due to low enrolments or unforeseen circumstances. Should this occur a full refund and/or an opportunity to reschedule (without penalty) will be offered.

Link Resources Training reserves the right to change course fees, dates, content, Trainers or method of presentation at its discretion. Link Resources Training take responsibility and follow processes to ensure our training and assessment practices comply with the National Vocational Education and Training Act and Training Regulator Act 2011.

## Refunds

Link Resources Training is committed to a refund process which is prompt, accessible and easily understood by students/clients.

**Course cancellation**: In the event that a training course is being cancelled by Link Resources Training all students enrolled in the course will have the option of being transferred to a later course or having a full refund of monies paid.

**Course withdrawal/Did Not Attend - Self-funded students, Employer funded students and Organisation on-site based courses:** Self-funded students, employer funded students or organisational clients who withdraw from a course with more than 7 days notice of course commencement will receive a full refund. Refunds will be distributed in the form that fee payment was received i.e., cash, money order, cheque, or credit card.

Self-funded students, employer funded students or organisational clients who withdraw from a course with less than 7 days notice from course commencement will receive an 80% refund of full course fees. Refunds will be distributed via bank transfer.

**No refund is provided to:**

- Self-funded students, employer funded students or organisational clients, who have booked into a course and do not attend the course or withdraw from the course following course commencement.
- Individuals, employees of organisations, or organisations booking on behalf of employees, who formally withdraw from any course/workshop after course commencement.

**Cease to Operate as an RTO:** In the event that Link Resources Training ceases to operate as a RTO, Link Resources Training will:

- Issue a Statement of Attainment to include all units of competency you have achieved a Competent Outcome for;
- Refund the portion of the course which has not been delivered. The refund amount will be calculated proportionally based on the units of competency/modules that have not been delivered; and
- To the best of our ability, refer you to another suitable RTO with the same qualification on their scope of registration.

**Non-Payment of Fees**

A final notice will be issued within two weeks following the debt due date if the debt remains outstanding. Failure to pay the outstanding amount within 14 days of the final notice may result in any or all of the following, until the full amount is paid:

- Suspension from attending face-to-face delivery components of a course
- Loss of access to Student support
- Loss of access to enrolment record information and academic transcripts
- Inability to graduate and be issued a certificate/qualification or statement of attainment
- Termination of the enrolment
- Report a breach of a Training Contract (Trainees under Government funding or other State and Federal funding initiatives)

Students are required to pay all outstanding fees prior to completion of their qualification or course. A Certificate or Statement of Attainment will not be issued to a Student until all course fees have been paid in full.

**Payment of Refunds**

All applicable refunds will be made payable via Electronic Funds Transfer where original payment was made via direct deposit or reversed back to the credit card original payment was deducted from. Applicable refunds may be provided to employers who have paid course fees on behalf of Student.

Requests for Refund of Fees Requests for refunds must be submitted in writing to info@link-resources.com.au and all requests will be reviewed within five working days. Students will be advised of the decision either by phone or email. Approved refunds will be processed within thirty working days of the decision outcome.

Where a refund is due to a student, the applicable refund amount will be provided within thirty days.

**Attendance and Punctuality**

For students to gain the most benefit from our training courses and to achieve the best possible course outcome, it is strongly recommended that no training time is missed. Upon the commencement of your training, you will be informed of course daily start and finish times including the timing of breaks. Please try to keep to these times and respect that the Trainer has to work within a mandated timeframe.

On arrival at training, you must sign the course attendance sheet. For courses spanning a number of days, you must sign the course attendance sheet for each day.

Should you have an emergency situation and know that you will be running late, please contact Link Resources Training by phone.

**Late Arrivals**
Arriving late to a course affects the learning outcomes of all clients. Link Resources Training reserves the right to refuse entry to participants arriving after scheduled start time. In this case, no refunds will be applied.

**Withdrawal**
A student may request to withdraw from a program of study at any time during the course. Each request must be made in writing. Depending on the time the request is submitted a financial penalty may apply. Students may also have their enrolment cancelled due to disciplinary matters.

Students contemplating a withdrawal are advised to speak with our Operations team to determine the best course of action.

## Certifications

**Course Award**
To be eligible for a qualification (e.g. Certificate or Diploma) a Student must have completed all the required course work and assessment as set out in the course outline. All required course assessment work must be deemed as Competent by your Assessor

**Certificates**
Link Resources Training is responsible for the issuance of certificates and statements of attainment related to successful completion of nationally recognised qualifications, units of competency and accredited courses listed on our scope of registration.

When you successfully complete one or more units for competency for a national qualification you will receive a Statement of Attainment listing all competencies completed. When all requirements of a national qualification are met you will receive a Qualification Testamur and a record of results.

Qualification Testamurs and Statements of Attainment will be issued within 30 days of satisfactory course completion.

Please note: Qualification Testamurs and Statements of Attainment will not be issued under the following circumstances:

- Assessment requirements are incomplete;
- Assessment requirements have not met the required standard i.e., Unsatisfactory, and/or
- Course fees are partly or fully unpaid.

**Replacement certificates**
Student results are held by Link Resources Training for a period of thirty years. If your certificate or statement of attainment is lost, damaged or stolen you can contact our Office Administrator to organise a replacement. Replacement certificates are issued at a cost of $25.00.

Please be aware that verification of personal details will be required prior to re-issuance.

**Additional Resources**

The below examples are a guide only and students will be advised at time of enrolment of any additional resources required. Below are examples of some of the resources that may be required.

| | |
|---|---|
| PPE | Where practical assessment is to be undertaken you may be required to wear appropriate PPE. This information will be disclosed to you in your enrolment confirmation. Where Students arrive to a course without PPE, we will make the necessary arrangements to ensure you are protected throughout your assessment. |
| Laptop | For some courses you may need access to a laptop to complete assessments and conduct research whilst attending a course. This information is provided in our course information sheets and at time of enrolment. |
| Internet access | You may need access to the internet for research, submitting online assessment items, and email for communication purposes and tutor assistance. This primarily related to our distance-based courses and this information is provided in our course information sheets and at time of enrolment. |

## Complaints and Appeals

Link Resources Training manages and responds to complaints in relation to the quality of training and assessment; the quality of client service; and compliance with the Vocational Education and Training Quality Framework, including allegations involving the conduct of:

- The RTO, its Trainers, Assessors or other employees
- A third party providing services on the RTO's behalf, its Trainers, Assessors or other employees
- Or a Student of the RTO

If you have a concern about any aspect of your course, or if a problem arises between you and another student, or you and a member of staff, there are a number of options available to you which are surmised below from our Complaints and Appeals policy and procedure.

When a complaint is made the complainant has the right to:

- Discuss a problem without having to make a formal complaint (i.e. in writing)
- Be protected against unjust treatment or victimisation
- Be kept up to date on progress and decisions made
- Withdraw the complaint at any time in the proceedings
- Take their complaint to an external body

When a complaint is made the complainant is responsible for:

- Making the complaint in good faith
- Providing all of the relevant facts
- Co-operating with the resolution process

***Informal Complaints***

1. Clients, staff and other stakeholders are encouraged to firstly resolve any complaints they have in an informal manner.
2. Clients, staff and other stakeholders can do this by approaching the person/s against whom they are making the complaint and try to rectify issues that relate to their complaint.
3. If the matter remains unresolved the client, staff member or other stakeholder can lodge a formal complaint with the Operations Manager.
4. Complaints received via phone should be transferred to the relevant manager. If the relevant manager is not available the staff member taking the call should:

- Take the complainant's details including their full name, contact details and a brief description of the complaint;
- Notify the complainant that the relevant manager is currently unavailable; and
- Email the details to the relevant manager at the earliest opportunity.

Under no circumstances should the staff member provide advice or a resolution to the complainant.

***Formal Complaints***

A client, staff member or other stakeholder may choose to raise a concern formally in writing. Formal written complaints should be submitted to the National Operations Manager and should contain the following details:

- The reason(s) for the formal complaint i.e. the why
- Provide situational background to the complaint i.e. the what, when, who, where and how

Within 24 hours of receipt, the National Operations Manager will contact the complainant to acknowledge receipt of the complaint. The National Operations Manager having regard for the relevant circumstances will consider the formal complaint by:

- Reviewing the client, staff member or other stakeholder correspondence
- Verifying that all appropriate policies and procedures have been correctly carried out
- Sourcing additional information from appropriate individuals concerning the subject of the complaint
- Discussing the matter directly with the client, staff member or other stakeholder
- Undertaking other investigation or action as appropriate.

After consideration of all available evidence, the National Operations Manager may decide to:

- Dismiss the complaint (refer below).
- Uphold the complaint and direct that:
    1. Compensation as appropriate be made to client, staff or stakeholders
    2. Where relevant administrative systems or procedures be reviewed
    3. Appropriate preventative action be undertaken
    4. Other actions as appropriate

The complainant will be informed of the outcome within 15 working days of submission of the formal complaint. If for any reason the management of a complaint takes longer than 15 days, the complainant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter. The written advice of the outcome shall include the reasons for the outcome and advise the complainant of their right to appeal.

**Circumstances in Which Complaints May Not Proceed**

A complaint will not proceed when:

a) The matter that is being complained about complies with relevant legislation
b) The complaint has been previously dealt with
c) An external body that has jurisdiction has already investigated the complaint
d) The complaint is made anonymously
e) The complainant declines to be named

**Appeals Management**

An individual has the right to appeal the outcome of a complaint. An appeal may be made on one or more of the following grounds:

a) New evidence of a relevant nature is available
b) The decision was made without due consideration of all facts, evidence or circumstances
c) There was bias, prejudice or a conflict of interest by the person investigating

d) Some significant policy/procedural irregularity occurred in the investigative process

Appeals should be submitted to the CEO in writing within 7 days of the complainant receiving notification of the outcome of the complaint procedure and must set out the grounds of the appeal and provide any supporting evidence.

Within 24 hours of receipt, the CEO will contact the appellant to acknowledge receipt of the appeal.

The CEO will investigate all appeals. The investigation stage may include interviews with the appellant, any witnesses or other relevant persons, and a review of any documentation.

The appellant will be provided with a written statement of the appeal outcomes, including reasons for the decision within 15 working days of submission of the appeal. If for any reason the management of an appeal takes longer than 15 days, the appellant will be informed of the reasons for the delay and will be provided with regular updates on the progress of the matter.

**Appeal Against Assessment Decision**
Any student dissatisfied with the mark awarded for or outcome of an assessment task, or the final result for a unit because they feel the mark or result is unfair or incorrect, may submit a request to the National Operations Manager for a review.

In the first instance the original Assessor will undertake such a review. If the student remains dissatisfied with the outcome then he/she may lodge a formal appeal. The appeal must be in writing, explain reasons for the appeal, and be submitted to the National Operations Manager within 7 working days of the student being notified of the review outcome.

Where reasonable grounds for appeal exist, the National Operations Manager will arrange for an external review to be undertaken. Any costs associated with the external review will be borne by Link Resources & Link Resources Training.

The student will be notified in writing of the outcome of the external review. The outcome of the external review will be final.

## Reasonable Adjustment

Link Resources Training recognises that some people are better suited to learning via teaching methods not usually obtained in the traditional classroom setting. With some minor adjustments to teaching and assessment methods, a Student who is experiencing difficulty learning and achieving the desired results in the traditional setting may show considerable improvements.

The staff and management of Link Resources Training respects these differences among students and will endeavour to make any reasonable adjustments to their methods in order to meet the needs of a variety of students. For example, the inability to complete a written assessment will not be interpreted as a sign of incompetence, provided the Student can verbally demonstrate competency (where this does not conflict with the required demands of the unit of competency).

Any reasonable adjustments to the assessment process must ensure that the integrity of the unit of competency being assessed is maintained. Reasonable adjustments to accommodate requirements may include:

- Writing material in plain English
- Providing audio-taped material for Students who cannot read
- Reading written material to Students
- Providing a writer for Students who cannot write

- Providing an interpreter or provide documentation that has been translated (where very limited English can be applied, Assessor to judge whether the limited English will affect the integrity of the unit of competency)
- Using signs, pictures and graphics
- Video recordings or student demonstrating skills and verbally answering responses
- Interviewing the employer/supervisor about their work Link Resources Training Student Handbook
- Asking students to demonstrate their skills on-the-job.

Where adjustments are made a declaration is to be stated, describing how the assessment was adjusted and signed by the Student and the Assessor. Link Resources Training staff will pursue any reasonable means within their ability to assist Students in achieving the required competency standards.

In the event that a student's needs exceed the capacity of the support services Link Resources Training can offer, they will be referred onto an appropriate external agency. In determining the reasonableness of an adjustment to assessment, the vocational and professional outcomes of the course must be considered in order to ensure assessment decisions are appropriate.

## Continuous Improvement

Link Resources Training has a clearly documented continuous improvement strategy that involves the collection and analysis of all stakeholder feedback, data collected through scheduled feedback as well as other informal mechanisms. This feedback is used as input into the continuous improvement of staff, facilities, equipment, training and assessment materials used.

As a component of the feedback strategy, Link Resources Training consults with industry both during course construction and implementation. Industry consultation ensures that Link Resources Training and assessment strategies result in graduating Students that have acquired the employability skills and knowledge required for entry into or progress in their chosen field.

- Students and staff are encouraged to provide feedback about the quality of the Link Resources Training programs, facilities and resources
- Students are encouraged to provide both verbal and written feedback throughout their training through evaluation forms that are supplied at various stages during the course and via ad hoc feedback to their Trainer
- Each Student is requested to complete the required Australian Skills Quality Authority (ASQA) learner questionnaire
- Trainers and Assessors are encouraged to provide feedback during staff meetings, on an ad hoc basis as well as through formal feedback at the end of a course
- All RTO staff are encouraged to provide feedback to management during regular staff meetings and on an ad hoc basis
- Formative and summative evaluation processes are undertaken throughout the delivery of the course to capture Student, employer and Trainer/Assessor feedback.

## Transition to training packages

To ensure that you are only training in current courses, Link Resources Training manages the transition from superseded training packages within 12 months of their publication on the National Register.

Link Resources Training will issue written notifications to you detailing any training package changes that impacts on you and the options that are available to you.

# Work Health and Safety

The Work Health and Safety Act 2011 outlines the requirements of an RTO in establishing and maintaining Work Health and Safety standards. The requirements of an RTO as specified in the abovementioned Act are to:

- Secure the health, safety and welfare of employees and other persons at work
- Eliminate, at the source, risks to health, safety or welfare of employees and other persons at work
- Ensure that the health and safety of members of the public is not placed at risk by the conduct of
- undertakings by employers and self-employed persons
- Provide for the involvement of employees, employers, and organisations representing those persons, in the formulation and implementation of health, safety and welfare standards.

To meet these requirements, Link Resources Training has initiated procedures, policies, guidelines and work instructions, practicing an ongoing commitment to health and safety.

The purpose of this section is to present an overview of the Link Resources Training WHS system and to provide guidance for meeting the requirements of occupational health and safety on the Link Resources Training premises, ensuring a high standard of workplace health and safety.

It is an obligation under legislation that all Link Resources Training employees and management contribute to and assist in maintaining health and safety and risk management operations as part of their role within the RTO.

Link Resources Training management is responsible for providing the following standards as part of the RTO's commitment to employees and clients:

- A safe workplace, with a safe system of work
- Adequate WHS professional development for Link Resources Training Students, employees,
- management and stakeholders
- Properly maintained facilities and equipment
- A clean, tidy, suitably designed workplace with the safe storage of goods such as chemicals if relevant.

As a Student you can be assured that the policies, procedures, training and assessment of Link Resources Training meets the requirements of this legislation. You also need to be aware that by participating in a course at Link Resources Training you also have obligations under this legislation. For example:

- Taking photographs or filming other Students or staff without their permission would be viewed as a breach of their privacy. This also includes posting on Face Book and other social media.
- Recording conversations or Trainer presentations without permission would also be viewed as a breach of privacy, and in the case of presentations would contravene our intellectual property rights.
- With regard to the Work Health and Safety Act, 2011 (Cwth), Link Resources Training is committed to ensuring that students and staff are safe from injury and risk to health and welfare while on our premises. You must observe safety regulations and wear safety clothing and footwear during classes and work placements which require such precautions. You must also use any safety equipment that the course requires. You may be refused entry to a class or work placement if you are not wearing the appropriate safety clothing and footwear or fail to abide by safety procedures.
- Course Students need to ensure that they do not contravene copyright legislation, by acknowledging all sources of information and as a general guide limiting the amount of material copied to 10% of the total document/book.
- Ensuring by word or deed you do not engage in discriminatory behaviour. Be particularly mindful of jokes, nicknames, generalisations about individuals or groups, political comment which may be offensive to other students.

Course Students should also be aware that Link Resources Training operations and all courses offered by us comply with national standards for vocational education and training providers. Link Resources Training is responsible for the quality of training and assessment and must meet these national standards in order to deliver and assess nationally recognised training and issue nationally recognised qualifications. So, you can be confident that the courses you undertake have been quality assured.

## Harassment

We are required under Australian law to ensure that we provide a workplace and learning environment that is free from all forms of harassment and discrimination (including victimisation and bullying) so that our staff and Students feel valued, respected and are treated fairly.

We will ensure that all of our staff understand their roles and responsibilities in creating such a workplace and learning environment through a process of communication, mentoring, and by setting the expected behavioural example. All of our staff are aware of the processes and procedures for addressing any form of alleged harassment or discrimination.

By definition, harassment includes any form of behaviour that is unwanted, unwelcome or unreciprocated by relevant persons. This may manifest as verbal or physical harassment, but includes any acts that may be perceived as humiliating, offensive, intimidating, threatening, discriminatory or otherwise contributing to an unpleasant workplace or experience for the persons.

In the event that a person considers that they have been or is being harassed, this person should be encouraged to inform the other party that their behaviour is objectionable and should not be continued, provided they are comfortable with confronting the offender. In instances where the per Link Resources Training staff member should be informed of the situation. In this case it becomes the responsibility of the relevant staff to follow Link Resources Training policy and procedures to rectify the situation.

**Principles:**

- All staff and Students have a right to work and learn in an environment free from any form of harassment and discrimination.
- All reports of harassment and discrimination are to be treated seriously, impartially, and sensitively.
- Harassment and discrimination (including victimising and bullying) is unwelcome, uninvited, and unacceptable behaviour that will not be tolerated.
- If any staff are informed of any harassment or discrimination, they have the responsibility to take immediate and appropriate action to address it.
- In dealing with all complaints, the rights of all individuals will be respected, and confidentiality maintained.
- Whenever possible, all complaints will be resolved by a process of discussion, cooperation, and conciliation.
- Both the person making the complaint and the person against whom the complaint has been made, will receive information, support and assistance in resolving the issue.
- Victimisation is unacceptable and will not be tolerated. No person making a complaint or assisting in the investigation of a complaint should be victimised.
- Staff and Students should not make any frivolous or malicious complaints. All staff and Students are expected to participate in the complaint resolution in good faith.

## Equal Opportunity

Link Resources Training will not engage in discrimination towards any group or individual in any form,

inclusive of: gender, race, nationality, religion, physical or intellectual disability, age or physical disease. This commitment applies to all services and operations of our RTO, including course selection, assessment, and student services.

Link Resources Training staff and Students will be informed about:

- Treating Students equitably and in accordance with relevant legislation and policies
- The appropriate action to be taken if harassment or victimisation occurs
- Complaint mechanisms available to a Student who is harassed or victimised because of their learning needs.

## Safety and security

Students are advised not to leave bags or other valuables unattended, as no responsibility will be taken for items lost or stolen.

At the conclusion of evening classes, students are reminded to take extra care when leaving by:

- Parking on site or as close as possible to the training venue;
- Ensuring your mobile phone is easily accessible;
- Exiting the training venue in pairs/groups; ensuring that each other's car starts before leaving,
- Waiting with a course Student until his/her lift/taxi arrives.

## Fire and Evacuation

In the event of a fire or other emergency requiring evacuation, a staff member will yell "emergency, emergency, emergency". In response students and staff must vacate the building and make their way to the Link Resources Training assembly point. Each training venues will come with their own emergency evacuation plan, which will be introduced, to you at the commencement of your training. Please familiarise yourself with the evacuation route, exit doors and the evacuation meeting point.

It is important that during an emergency evacuation that you remain calm and follow the instructions of your Trainer. Each Trainer has been equipped with the resources and skills to manage any emergency situation. The assigned Trainer/Assessor will bring the attendance record and check that all students are accounted for.

Things that you can do to assist your Trainer during an emergency, is to stay with the group and meet at the emergency evacuation point. If in building with lifts, please do not use them, only exit via the emergency exit doors.

## Medical Conditions

It is important that we know of any medications or restrictions that would put you or others at risk while attending your course. We ask that you notify your Trainer/Assessor and any staff that you will spend time with. For example, if you have diabetes, you may require specific break times or there may be a time when staff need to know what should be done in an emergency.

## Smoking

Smoking is not permitted during training class times and should be restricted to taking place during training breaks. All smokers must abide the law keeping a minimum distance of five metres from any building; smoking is only permitted in the designated area at the front of the building. Cigarette butts must be disposed of in rubbish bins provided.

## Drugs and Alcohol

Nonprescription drugs, substances and/or alcohol are not permitted in training or assessment rooms. Furthermore, students must not be under the influence of nonprescription drugs, substances and/or alcohol and Drugs during scheduled course times. Students who breach these requirements will be subject to disciplinary action and police action may also be taken.

Should you be taking prescription medications, and you are required to operate plant or machinery, it is strongly advised that you inform your Trainer as these drugs may affect your judgements.

## Accidents/First Aid

If you need help in an accident/first aid situation, a number of Link Resources Training staff are trained in first aid.

A first aid kit is located on the Safety Boards in each facility. Please note that Panadol/Paracetamol will not be issued by Link Resources Training staff, however you can bring and administer your own if required.

Accidents, injuries or near misses must be reported to your Trainer/Assessor.

**Link Resources Training Pty Ltd**
**RTO Provider Number 45483**
**ABN: 28 625 879 709**

**Australian 4WD & Advanced Driver Education**
**RTO Provider Number 31233**
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