



# **Course and Student Information Handbook**

**Validated Version 2019**

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## **1. IMPORTANT CONTACT INFORMATION FOR ALL PARTICIPANTS**

Enrolments are to be made in person at the relevant Aust-Link office between 8:00am and 5:00pm, Monday to Friday by appointment. (Some courses may be available on weekends on request).

### **Aust-Link Pty Ltd – Mildura Office**

Airport Precinct  
3325 Walnut Avenue  
MILDURA VIC 3500

PO Box 4021  
MILDURA VIC 3502

Phone: 03 5023 8581  
Fax: 03 5023 8701  
Email: [reception@aust-link.com.au](mailto:reception@aust-link.com.au)

### **Aust-Link Pty Ltd – Bendigo Office**

52-58 Hattam Street  
Golden Gully  
BENDIGO VIC 3555

Phone: 03 5442 7011  
Fax: 03 5442 8211  
Email: [bendigo@aust-link.com.au](mailto:bendigo@aust-link.com.au)

### **Website**

Take the opportunity to view the Aust-Link website for further information on courses available.

[www.austlink.vic.edu.au](http://www.austlink.vic.edu.au)

## **2. INTRODUCTION**

Message from the Director Ms Jan Phillips

Congratulations on your choice of Registered Training Organisation (RTO No 3569) Aust-Link Pty Ltd.

As an RTO Aust-Link Pty Ltd underpin and assess their training against nationally recognised qualifications ensuring the Australian quality standards are met.

The Victorian Registration Qualifications Authority (VRQA) audits and regulates training providers like Aust-Link Pty Ltd against the standards for registered training organisations to ensure that they deliver courses and programs in such a way as they meet the requirements of the training packages, have integrity for the purpose of employment and further study and operate ethically with due consideration of your needs.

### **3. ABOUT US**

Aust-Link Pty Ltd has been registered as an RTO since 1996 and has earned a reputation of a learning training organisation. Our aim is to drive the workforce development across the industry sectors, including:

- Transport and logistics
- Warehouse Operations
- Civil Construction
- Resources (mining)

In 1996 in the Sunraysia Region we established a vibrant and adaptable training environment vital to maintaining an appropriate skilled workforce.

We have proudly developed a state of the art training complex in Mildura as well as Bendigo. We pride ourselves in providing training courses of the highest standard. Working with industry, sharing knowledge and experience to develop industry relevant courses, these courses support existing employees to have their skills formally acknowledged and provides an avenue for young people/new entrants to identify a clear vocational pathway. Aust-Link also assists the general community in preparing for entry into the workforce.

### **4. AUST-LINK'S CONTRACTUAL AND REGISTRATION OBLIGATIONS**

*Victorian Registered Qualifications Authority (VRQA)* – As a registered RTO, Aust-Link Pty Ltd underpin their training against nationally recognised qualifications ensuring the Australian Quality Standards are met. The VRQA audits and regulates training providers like Aust-Link Pty Ltd against the Standards for Registered Organisations 2015 to ensure that they deliver courses and programs in such a way as they meet the requirements of the training packages, have integrity for the purpose of employment and further study and operate ethically with due consideration of the student's needs. Aust-Link cooperates with the VRQA in responding to requests for information undergoing audits and managing records.

*Department of Training and Education (Skills First Program)* – Aust-Link applies on a three year basis to obtain subsidised training funding to assist eligible students to enter into various training courses listed on Aust-Link's Scope of Registration. Under Aust-Link's contractual obligations we are responsible to ensure the funding received is allocated and compliant with the Skills First Program and Aust-Link undergo audits to ensure we are compliant with all aspects of our funding contract.

*Vic Roads* – Aust-Link as a Vic Roads provider must obtain and maintain status as a Registered Training Organisation (RTO) and relevant scope of registration in respect of the services it is appointed to provide. The purpose of the heavy vehicle and the accredited motorcycle graduated licence schemes are to ensure that heavy vehicle drivers and motorcycle riders are competent and safe on our Victorian roads. To enable this process Vic Roads manages an accredited scheme that provides for state-wide ready access to a comprehensive training and assessment program for RTO's to deliver heavy vehicle and motorcycle graduated licences.

*Worksafe* – Aust-Link is a contracted provider to Worksafe Victoria to deliver high-risk work licence assessments in Victoria pursuant to the Occupational Health and Safety Regulations 2017 and the

eleven (11) conditions of the Worksafe Conditions of Authorisation for Registered Training Organisations.

*Third Party Arrangements* – Third party means any party that provides services on behalf of Aust-Link but does not include a contract of employment between an RTO and its employee. Aust-Link ensures that all third party arrangements cooperate with VRQA in undertaking audits and in retaining and providing records or other information and ensure all compliance is met.

## **5. CODE OF PRACTICE**

Aust-Link Pty Ltd is committed to operating its business on professionalism, integrity, ethics and quality customer service. Aust-Link Pty Ltd has a strong focus on continuous improvement and strives to meet stakeholder expectations and will maintain a learning environment that is conducive to the success of students and will ensure facilities, methods and materials used in the provision of training are appropriate to the outcomes expected. Aust-Link will maintain systems for recording and archiving student information, confidentiality and will provide students with access to their records upon request.

Central to our code of practice is the underpinning principles of fairness and equity. Aust-Link staff are expected to abide at all times by the code in the way they conduct business and in the treatment of clients and colleagues. This Code of Practice applies to all employees, subcontractors and consultants of Aust-Link Pty Ltd.

## **6. PRIVACY POLICY**

Aust-Link Pty Ltd is committed to providing quality services to all students and this policy outlines our ongoing obligation to support in respect of how we manage personal information. We have adopted the Australian privacy principles contained in the Privacy Act 1988. The way in which we collect, use, disclose, store, secure and dispose of student personal information is governed by the act.

Collection of student data – Aust-Link Pty Ltd is required to provide the Department with student and training activity data. This includes personal information collected in the Aust-Link pre-course interview and enrolment process and the Victorian Student Identification Number (VSN) and the Commonwealth Unique Student Identifier (USI). Aust-Link Pty Ltd provides data to the Department in accordance with the Victorian VET student statistical collection guidelines available at <https://www.education.vic.gov.au/training/providers/rto/Pages/datacollection.aspx>

Use of student data – The Department uses student and training data, including personal information, for a range of VET purposes including administration, monitoring and planning. A students USI may be used for specific VET purposes including the verification of student data provided by Aust-Link Pty Ltd administrations and audit of VET providers programs. Education reward policy and research purposes and to assist in determining eligibility for training subsidies.

Disclosure of student data – As necessary and where lawful, the Department may disclose VET data, including personal information, to its contractors, other Government Departments and agencies or other organisations for VET related purposes, in particular, this includes disclosure of VET student

and training data to the Commonwealth and the National Centre for Vocational Education Research (NCVER).

Legal and regulatory – The Department collection and handling of enrolment data USN's is authorised under the Education and Training Reform Act 2006 (VIC). The Department is also authorised to collect and handle USI's in accordance with the Student Identifiers Act 2014 (Cth) and the Student Identifiers Regulation 2014 (Cth)

Survey participation – Students may be contacted to participate in a survey conducted by NCVER or a Department endorsed project, audit or review relating to student training. This provides valuable feedback on the delivery of VET programs in Victoria.

## **7. SKILLS FIRST QUALITY CHARTER**

### *Preamble*

Through the Skills First Program, the Victorian Government is committed to providing high quality training that aligns with industry and community demands and workforce needs. Skills First sets a high benchmark for training quality and is aimed at supporting the courses that are most likely to lead to employment.

Skills First is underpinned by rigorous requirements in the VET funding contract. The accountability requirements within the VET funding contract are aimed at guaranteeing value for money in taxpayer funded training. The Skills First Quality Charter (The Charter) must be read in conjunction with the VET funding contract.

The Charter is intended to help training providers understand the Department's expectations of the provision of key aspects of training services. The Charter sets out what the training provider must do to satisfy the Department's expectations. The training provider must comply, at all times, with all parts of The Charter (including preamble). The Charter will be updated from time to time.

For the purposes of The Charter:

- Terms have the same meaning as in the VET funding contract; and
- A "student" means, as and when the case requires, an individual considering enrolling in or undertaking Government subsidised training or an eligible individual.

<b>Principle 1</b>	<b>Commitment to serving the public interest</b>
<b>Objective</b>	The training provider delivers training to students that is consistent with the objectives of the VET funding contract and promotes confidence in the training and TAFE system.
<b>Training Provider Obligations</b> Provide relevant training	The training provider must: <ul style="list-style-type: none"><li>a. Deliver training services that are of high quality and relevant to industry and employers;</li><li>b. Provide access to high quality courses and qualifications that will enable students to:<ul style="list-style-type: none"><li>i. Obtain the required skills to make them job ready;</li><li>ii. Undertake further education; and/or</li><li>iii. Access training if they are disadvantaged learners.</li></ul></li></ul>



Focus on students	c. Provide training services that are in the best interests of students, taking into account their diverse social, cultural and special learning needs;
Link to industry	d. Make all reasonable efforts to work and communicate effectively with, and maintain strong and regular links to industry;
Be ethical	e. Promote and deliver training in a manner that: <ul style="list-style-type: none"> <li>i. Demonstrates the highest ethical standards;</li> <li>ii. Does not damage or bring into dispute your organisation, the training times to be and TAFE system, or the Skills First Program;</li> <li>iii. Is transparent and honest.</li> </ul>
<b>Principle 2</b>	<b>Accountable and Effective Governance</b>
<b>Objective</b>	The training provider makes proper use of the position of trust placed in its expenditure of public money.
<b>Training Provider Obligations</b>	The training provider must:
Be Accountable	a. Comply with all aspects of the Government's policies in the Skills First Program and the VET funding contract and at all times to be accountable to the Department for its performance under the VET funding contract;
Comply with Law and Policies	b. Ensure that appropriate compliance, reporting and auditing frameworks, controls and systems are in place and cooperate with the Department to verify compliance;
Be Professional	c. Comply with relevant state and national laws that in any way affect or are applicable to the provision of training services and act appropriately and promptly when known or suspected breaches of any polices or law are identified or reported;
	d. Maintain and develop professional skills and knowledge across the organisations workforce to contribute to a high quality training and TAFE system;
	e. Ensure that details of the qualifications and industry experience of all Skills First teachers are maintained in the register of trainers and assessors.
<b>Principle 3</b>	<b>Informed choice of course and provider and awareness of essential training entitlement</b>
<b>Objective</b>	The student makes an active and informed choice of both course and provider.
<b>Training Provider Obligations</b>	The training provider must:
Inform	a. Provide information and support to and for each student including: <ul style="list-style-type: none"> <li>i. How the training providers training products, programs, pathways and delivery options will affect the individual training outcome; and</li> <li>ii. All fees, costs and requirements of undertaking the program including in accordance with the Statement of Fees.</li> </ul>
Be accurate	b. Ensure the information provided is clear, accurate, full and relevant;
Explain	c. Ensure the support provided is reasonable and accessible;
	d. Ensure each student is made aware of how undertaking training and assessment will impact their access to further Government funded training. This includes ensuring that students are aware of the full

Be Transparent	<p>effect of any dual enrolment may have on the students lifetime entitlement to funded training;</p> <p>e. Publish in a prominent place on it's website:</p> <ol style="list-style-type: none"> <li>Standard fees;</li> <li>A list of any brokers used;</li> <li>It's online service standards.</li> </ol> <p>f. Ensure that each student who received training and assessment under a subcontractor arrangement is aware that they are enrolled with the training provider, not the subcontracted party.</p>
<b>Principle 4</b>	<b>Deliberate planning of training program</b>
<b>Objective</b>	The students training program
<b>Trainer Provider Obligations</b>	The training provider must ensure the students training program is suitable, where suitable means the training program:
<p>Individualise</p> <p>Link to outcomes</p> <p>Add value</p> <p>Document</p>	<ol style="list-style-type: none"> <li>Meets the individual's needs;</li> <li>Links to likely job, participations and/or further study opportunities;</li> <li>Is vocationally relevant and reflects industry requirements and the workplace setting;</li> <li>Minimise duplication of the individuals existing competencies, as: <ol style="list-style-type: none"> <li>Determined and documented through a thorough individual pre-training review; and</li> <li>Ultimately reflected in the training plan.</li> </ol> </li> </ol>
<b>Principle 5</b>	<b>High quality delivery of training and assessments</b>
<b>Objective</b>	The students training and assessment meets regulatory standards and is delivered by experts in a manner appropriate for their individual needs and in a learning environment that is conducive to the success of students.
<b>Training Provider Obligations</b>	The training provider must ensure:
<p>Meet training provider standards</p> <p>Train enough</p> <p>Train for long enough</p> <p>Use the right resources</p> <p>Document</p>	<ol style="list-style-type: none"> <li>The students training and assessment is delivered to regulatory standards;</li> <li>The students training and assessment is delivered in an appropriate manner, including that: <ol style="list-style-type: none"> <li>The student is provided reasonable and accessible support to facilitate their participation in training and attainment of skills; and</li> <li>The volume of learning, amount of training, duration, deliver modes, materials, facilities and equipment are sufficient; <ol style="list-style-type: none"> <li>To meet the students' needs including as identified through the pre-training review;</li> <li>For the student to consolidate skills and produce job-ready competencies;</li> <li>To meet the requirements and guidance in the Australian Qualifications Framework, training packages and accredited courses as documented through;</li> <li>An appropriately tailored training and assessment strategy; and/or</li> <li>The training plan.</li> </ol> </li> </ol> </li> <li>For each learner cohort, where the training and assessment strategy is structured so as to be completed in a shorter time period than the minimum described in the Australian Qualifications Framework, the</li> </ol>

Be Expert	<p>training provider describes and documents within the training and assessment strategy using a rationale based on the previous skills and knowledge and the needs of learners, how a specific learner cohort:</p> <ol style="list-style-type: none"> <li>i. Has the characteristics to achieve the required rigor and depth of training; and</li> <li>ii. Can meet all the competency requirements in a shorter time frame.</li> </ol> <ol style="list-style-type: none"> <li>d. For each student undertaking a practical placement, a written agreement is in place between the training provider and the host organisation;</li> <li>e. Where training is delivered and/or assessment partly or wholly online, or in a workplace, the training must reflect and respond to the unique requirements of that type of delivery; and</li> <li>f. The students training and assessment is delivered by a Skills First teacher.</li> </ol>
<b>Principle 6</b>	<b>Responsive Feedback Systems</b>
<b>Objective</b>	The student can provide feedback on their training experience and the training provider responds and improves adequately
<b>Training Provider Obligations</b> Listen  Be open Respond and resolve Improve	<p>The training provider must:</p> <ol style="list-style-type: none"> <li>a. Have and maintain a complaints and appeals process compliant with regulatory standards;</li> <li>b. Publish on its website its complaints and appeals process;</li> <li>c. Respond and cooperate with any complaints mechanism or process established by the Department; and</li> <li>d. Participate in performance initiatives as determined by the Department.</li> </ol>

## 8. ACCESS AND EQUITY

Aust-Link Pty Ltd management and staff provide assistance to all clients to identify and achieve their desired outcome. Aust-Link is committed to providing training and assessment services to all clients regardless of race, religion, sex, socio-economic status, disability, language, literacy or numeracy and upholds the principles of equal opportunity.

## 9. COMPLAINTS AND APPEALS

Aust-Link Pty Ltd makes every effort to resolve the student's complaint or concern. Where a complaint or concern cannot be resolved internally, Aust-Link's procedure provides an external mediator to hear the appeal.

Students, their employers and stakeholders are able to make complaints in relation to;

- Aust-Link;
- Trainer/Assessors;
- Co-Ordinators;
- Third parties providing services on behalf of Aust-Link;
- Other students of Aust-Link.

Students are encouraged to discuss their concerns with their Trainer/Assessor or Co-Ordinator and if the matter cannot be resolved verbally, the student will be advised to meet with Aust-Link's Director for discussion and a resolution. If the matter cannot be resolved, the student will be advised to submit a formal complaint in writing utilising the Aust-Link Complaints and Appeals form.

- Complaints received in writing will be referred immediately to Aust-Link's Director for investigation;
- Acknowledgement of the written complaint will be sent within two business days;
- Aust-Link's Director will investigate and review the complaint and will speak with all parties involved;
- Aust-Link's Director will provide the student with a written response within 21 days of the complaint being received;
- Students may appeal the outcome, however, appeals must be submitted by the student within five days of receiving the outcome;
- Aust-Link's Director will review the appeal and may either uphold or overturn the original decision.

In the event that the matter is not resolved through the appeals process, students may elect to have the matter reviewed by an independent mediator. Aust-Link's Director will arrange for an independent mediator to be appointed within five business days and will be by mutual agreement with the students.

The independent mediator shall contact the student to discuss the matter or meet face to face. The outcome of the discussion with the independent mediator shall be provided in writing to the student. The outcome of the independent mediation will be reported to the Aust-Link Director. Following the complaint, the Aust-Link Director will discuss the appropriate actions to be taken to prevent other reoccurring similar complaints.

The complaint details and outcomes will be logged on the Aust-Link complaints and appeals register.

If the student is still dissatisfied with the outcome after Aust-Link has engaged an external mediator, the student may lodge a complaint with the VRQA, more information can be found on their website: <https://www.vrqa.vic.gov.au/Complaints/Pages/complaints.aspx>

Quality Concern – Aust-Link makes every effort to resolve all quality concerns.

On receiving a quality concern, the complainant is required to complete a quality concern report and to forward this report to Aust-Link's Director for review. The Director evaluates and investigates the quality concern and records an action report. The Director notifies the complainant, issues a copy of the quality report, and requests a meeting to discuss the actions suggested and to gain approval and implementation of the approved action.

If approval to the action is not agreed to by all parties, a grievance and appeals process procedure is conducted.

Aust-Link retains all quality concern reports and when actions are completed, those reports are signed out.

WHS Policy – The Aust-Link Pty Ltd Workplace, Health and Safety is to encourage a successfully managed WHS system in the workforce. To encourage all staff to understand the need for WHS, what their role is in making the workplace safe and how they can fulfil their responsibilities and duties under the WHS Act 2011.

Aust-Link Pty Ltd endeavours to provide and support employers, employees, students and visitors with the following WHS roles and functions:

- Relevant legislation, codes of practice and standards available for use in Aust-Links reference library and online.
- Knowledge and understanding of the particular WHS issues in the workplace.
- Provide realistic resources to reach WHS goals.
- Regular evaluation of safety performance.
- Authorising corrective action where required.
- Maintain WHS reports and safety records.
- Developing WHS policies and procedures.
- Identifying workplace hazards.
- Carry out risk assessment.
- Controlling risk to health and safety.
- Training employees to work within WHS management framework.

Aust-Link's WHS and rehabilitation policy is based on a belief that well-being of people employed at work or people affected by our work is a major priority and must be considered during all work performed on our behalf. People are our most important asset. The public shall be give equal priority to that of our employees.

## **10. MARKETING ACCURACY AND INTEGRITY**

Aust-Link uses social networking sites like Facebook, website and fact sheets, these tools are designed to supply accurate information to our customers about our business. Aust-Link is more than a logo. It encompasses everything our clients and other broader community see, hear, think and feel about our business. Aust-Link understands who our clients are and what they really want, value and of course staying in touch with them long after the training event will put us ahead of the competition.

Our marketing activities are aimed at the industries and the wider community and other service providers who need and want our training and education services.

The back bone of our good marketing approach is underpinned by building a solid database of past, present and future clients (prospects) to enable our staff to keep in touch and communicate regularly via e-newsletters, emails, phone and indeed person.

## **11. RESOURCES AND FACILITIES**

Aust-Link has designed a simulated workplace approved by Industry that enables the students to be training and operate heavy vehicles, earthmoving equipment, forklifts, motorcycles and other nationally accredited courses associated with the transport and civil construction industry. Our training facilities are fully equipped with classrooms that are fully air-conditioned and heated.

Students also have access to amenities equipped with fridges, microwave, chilled water and free tea, coffee and biscuits.

Students have access to:

- Support materials and learner guides applicable to all delivered courses;
- Worksafe resources for information on OH&S issues;
- Access to simulated workplace environment enabling participants to have practical exposure, e.g.: warehouse, civil construction simulated areas;
- Resource library equipped with code of practice regulatory requirements and the like.

## **12. INDUSTRY STAKEHOLDER INVOLVEMENT AND ENGAGEMENT**

Aust-Link is committed to working closely with relevant stakeholders and industry to ensure assessment outcomes align with on the job, regulatory and requirement expectations. Aust-Link engages with industry and stakeholders through our Industry Advisory Group, Worksafe and Vic Roads on a number of occasions which include the developing and review of all training and assessment strategies and assessment resources, the determination of human and other resources needed, such as appropriateness of facilities equipment, machinery and monitoring of trainer/assess industry skills. Stakeholders include students, businesses, Vic Roads, Worksafe and Industry Advisory Group, Government Departments and contractual obligations.

## **13. CONTINUOUS IMPROVEMENT**

Aust-Link's Directors are committed to proactive improvement of its services and operations. Our continuous improvement strategy delivers a monthly scheduled Co-Ordinator report and management review reports/meetings with a focus on Aust-Link's training and assessment services and the analysis of relevant data collected to support continuous improvement:

- The collection of student course and employer evaluation forms collected at the completion of the course;
- This data is entered into our Co-Ordinators monthly report to establish any patterns in responses and/or comments;
- Trainer/assessors course reports reflecting the students' progress throughout the course;
- Course attendance sheet to establish full or non-attendance;
- Daily vehicle/equipment inspection sheets to monitor any maintenance or risks;
- Daily SVTS and other web site/emails of information which should and has been circulate to all staff;
- Student fees and SVTS funding reconciliation reports establishing any financial risks.

These Co-Ordinator monthly reconciliation of the above reports allows the Directors to review, analyse and maintain the quarterly management risk assessment and reviews to maintain continuous improvements.

## **14. RECORD MANAGEMENT**

It is important to us that your personnel information is up to date. We will take reasonable steps to make sure that your personal information is accurate, complete and up to date. If you find that the information we have is not up to date or is inaccurate, please advise us as soon as possible so we can maintain our records and ensure we can continue to provide quality record management

Aust-Link is committed to ensure every precaution is taken to maintain strict security, measures are in place to guard against misuse, unauthorised access, alteration or disclosure of personal enrolment information and that staff are trained and have signed a Confidentiality Policy Statement to meet all requirements of this policy.

Aust-Link will maintain its records in accordance with all contractual, audit and regulatory requirements.

## **15. ACCESS TO STUDENT PERSONAL INFORMATION**

You may access the personal information we hold about you and to update and/or correct it, subject to certain exceptions. If you wish to access your personal information, please contact our Co-Ordinator to make an appointment, this will allow time for your file to be retrieved from archives.

Aust-Link may charge a fee for your access request and providing copies of your material personnel information and Statement of Attainments or Certificates.

You will be required to provide original photo identification before Aust-Link can release the requested information or documentation.

## **16. DELIBERATE PLANNING OF TRAINING PROGRAMS (PLANS)**

Student training programs are designed for the individual needs. Aust-Link ensures the student's training plan is suitable, such as:

- Meets the individual's needs;
- Links to likely job, participation and/or further study opportunities;
- Is vocationally relevant and reflects industry requirements and workplace settings; and
- Minimises duplication of the individual's existing competencies, as:
  - Determined and documented through a thorough individual pre enrolment review;
  - Ultimately, reflected in the training plan.

## **17. HIGH QUALITY DELIVERY OF TRAINING AND ASSESSMENT**

Student's training and assessment meets regulatory standards and is delivered by experts in a manner appropriate for their individual needs and in a learning environment that is conducive to the success of students. Aust-Link ensures that:

- Students training and assessment is delivered to regulatory standards;
- Students training and assessment is delivered in an appropriate manner, including that:
  - The student is provided reasonable and accessible support to facilitate their participation in training and attainment of skills; and
  - The volume of learning, amount of training, duration, delivery modes, materials, facilities and equipment are sufficient:
    - To meet the student's needs, including as identified through the pre-training review;

- For the student to consolidate skills and produce job-ready competencies; and
- To meet the requirements and guidance in the Australian Qualifications Framework, training packages and accredited courses.
- As documented through:
  - An appropriately tailored training and assessment strategy; and/or
  - The training plan.
- Has the characteristics to achieve the required rigour and depth of training; and
- Can meet all of the competency requirements.

## **18. COURSE INFORMATION**

Aust-Link course information is available on our website, fact sheets, Course and Student Information Handbook (this document) and will provide the information so you can make a decision whether Aust-Link courses are appropriate to meet your needs.

During the Aust-Link pre-training review process, general and course specific information, including the relevant course guide is explained in further detail and student enquiries answered. This general includes:

- Explanation of course content competency standards, timelines and stakeholders;
- Outline of entry requirements and admission requirements;
- Duration of course and the delivery mode of the course;
- Identification of specific resources requirements for the course;
- Explanation of assessment procedure relevant to the course;
- Enrolment procedure and process; and
- Fees, charges and refund information.

## **19. STUDENT SUITABILITY**

On receiving initial contact by a potential or enrolling student Aust-Link Co-Ordinator's will enquire concerning and specific needs the student has, Aust-Link Co-Ordinator's will ensure that students are confirmed to be suitable to undertake the particular course they wish to study and will request the student participate in a pre-training review and enrolment process.

## **20. PRE-TRAINING REVIEW**

The pre-training review is a comprehensive assessment where Aust-Link genuinely seeks to understand a student's needs. It's a conversation that encourages students to reflect on their own aspirations and guides their selection of suitable training.

The pre-training review is undertaken by Aust-Link's skilled Co-Ordinators who provide important advice and translate a student's ideas about their future into tangible and suitable choices.

During the pre-training review process, general and course specific pre-enrolment information is provided including the relevant course structure explained in further detail and student queries answered.



Pre-training review process encompasses:

- Student identification confirmation (ID);
- Course information and requirements;
- Identifying students existing education attainment, capabilities, aspirations and interested and individual needs;
- Previous competencies, credit transfer application (if relevant) and recognition of prior learning application (if relevant);
- Employer engagement (if relevant);
- Final planning, course confirmation and enrolment decision.

### **Enrolment and information collection**

All prospective students must complete and provide relevant enrolment information and personal data as a part of their enrolment application. This includes:

- AVETMISS data collection information;
- USI number or information to create a USI number. You can apply for a USI at [www.usi.gov.au/students](http://www.usi.gov.au/students). Alternatively an Aust-Link Co-Ordinator can assist you. All you need to do is complete a form which gives Aust-Link permission to create the USI on your behalf.
- Complete LLN assessment. Students are required to complete an LLN questionnaire mapped directly to ACSF Level 1, 2 or 3 requirements at the ACSF level that has been confirmed relevant to the specific ACSF level of the course to which the application relates. All students carry out LLN enrolment assessment against the ACSF as part of the pre-training review. This is designed to assist with making reliable decisions about the student training pathways.
  - Via paper-based questionnaire;
  - Individually by the student after identification has been confirmed; and
  - Under the direct supervision of an Aust-Link Co-Ordinator to ensure the authenticity of the assessment.
- Medical requirements/history (where applicable e.g. Vic Roads). The student must notify Aust-Link Co-Ordinator's if they suffer from, or have ever suffered from an eyesight or hearing defect, dizziness, blackouts, epilepsy, diabetes, blood pressure problems, sleep apnoea, psychiatric or mental illness, or a disability that may affect your ability to operate heavy vehicles, equipment, forklifts or motorcycles. If you are taking any medication or prescriptions it is a Vic Roads requirements that you obtain a Vic Roads medical clearance before commencing or continuing a heavy vehicle or motorcycle course.
- ID (2 forms of ID are required – 1 photo) students must check their licence/permit and secondary ID for currency (not expired) when enrolling with Aust-Link courses. The requirements for each course are detailed in the course information fact sheets and on our website and is required at pre-training review/enrolment process.
- Licence/permit requirements. You must have your licence or photo ID with you at pre-training review/enrolment process and whilst attending courses.

### **Results of enrolment assessment**

For all assessments undertaken as outlined in the pre-training and enrolment process, the result of the assessments are reported to the student as soon as practicable after the assessment has occurred.

If the student is unable to compete the LLN assessment satisfactorily, the Aust-Link Co-Ordinator will complete a further LLN assessment report, making recommendations on required actions that may include:

- Refusal to process the student's application for enrolment on the basis that the student has not met the entry requirements to support their successful completion of the course; or
- The required strategies and actions to be taken to assist the student to be able to complete the course, if this option is possible under course admission requirements the LLN assessment report is provided as soon as practicable to the Aust-Link Director who will make a final determination on the report's recommendations within five working days.

If the student's application for enrolment is rejected, reasons for this rejection will be provided in writing with information including instructions on how to provide a further complain regarding this decision.

### **Reasonable Adjustment**

There may be times and situations in which a student may require 'reasonable adjustment' of the training and assessment methods implemented by Aust-Link to meet the student's specific individual needs. Refer: Aust-Link Access and Equity Policy.

Aust-Link provides equitable access to all required educational and support services, so that no student is disadvantaged regardless of their mode of study or location. In assessing whether an adjustment to the course or program in which the student is enrolled, or proposes to be enrolled, is reasonable, Aust-Link is entitled to maintain the academic requirements of the course or program, and other requirements or components that are inherent in or essential to its nature.

- Consulting the student – before Aust-Link makes an adjustment for the student, the student or their associate is consulted about:
  - Whether the adjustment is reasonable; and
  - The extent to which the adjustment would achieve this aim in relation to the student; and
  - Whether there is any other reasonable adjustment that would be less disruptive and intrusive and no less beneficial for the student;
  - Assesses whether the adjustment may need to be changed over the period of a student's education or training.

### **Victorian Skills First Program**

In order for a student to be eligible in respect of any training, an individual must meet all requirement as listed in the pre-training review and enrolment process.

### **Finalising the pre-training review and enrolment**

As a pre-training review and enrolment is conducted, Aust-Link Co-Ordinator confirms that all components of the process are completed effectively and clearly documents:

- Details of which of the key learning objective(s). The proposed course aligns with as follows:
  - Enable the individual to obtain the required skills to make them job ready;
  - Assist the individual to undertake further education; and/or
  - Promote/enable access to training for a disadvantaged individual; and
- How the proposed course aligns with the stated key learning objective(s); and
- The rationale for how the selected course is being both suitable for the individual, and the most suitable course option; and
- The overall pre-training review and enrolment assessment decision.

## **Fees, Charges and Refunds**

Aust-Link may accept payment of no more than \$1000 from each individual student, prior to the commencement of the course. Following course commencement, Aust-Link may require payment of additional fees in advance from the student, that only such that at any given time the total amount required to be paid, which is attributable to tuition or other services yet to be delivered to the student, does not exceed \$1500.

Prior to enrolment Aust-Link conducts a pre-training review enrolment which informs students of the range of fees and charges applicable to the course the student is seeking to enrol in, which may include:

<i>Tuition Fee -</i>	Fees charged to undertake the training. These fees published are subject to change given individual circumstances at enrolment.
<i>Material Fee -</i>	Fees charged for the material required to undertake the course.
<i>Amenities Fee-</i>	Fully equipped student eating area and kitchen facilities, toilets, shaded outdoor area, vehicle parking and tea/coffee and cold water supplies.
<i>Other Fees -</i>	May be charged including student services e.g. where a student requests RPL, a cost will occur for preparing and conducting the RPL processes.
<i>Licence Fees -</i>	Are charged for students undertaking courses that include licences such as motorcycle or construction induction courses (white card). This fee is collected and forwarded to the regulatory body, such as Vic Roads or Worksafe on behalf of the student.
<i>Additional Fees -</i>	May be required for further training and assessment or licence reassessment or the re-issue of statement of attainment or certificates

## **Payment of Fees**

Enrolment is not considered complete until the enrolment fee is paid prior to commencement of the course. Students must arrange for payment such as:

- Pay in full the course fees and charges (where course fee is below \$1000);
- Where course fees exceed \$1000, the student will be required to pay an enrolment fee of up to \$1000 and the balance of the course fee will be required to be paid prior to the completion of the scheduled course.
- Fees paid in advance by employers/company/government agencies on behalf of the student are not subject to the above arrangements (full amount payable at enrolment)
- Present a signed authority, e.g. purchase order from their employer or an employment service to enable Aust-Link to invoice a third party.

## **Concession Fees**

Eligibility for concession fees will be identified at the pre-training review enrolment process.

## **Refunds**

Aust-Link Pty Ltd will supply each individual with a clear refund policy at the pre-training review and enrolment process or as requested.

Course enrolment fees are payable no less than 7 days prior to the commencement of the course. It is the student's responsibility to ensure that fees are paid on time as confirmation of their place in the scheduled course is not confirmed until full enrolment payment has been received by Aust-Link.

Aust-Link staff may contact the student as a courtesy to remind them of outstanding fees for their upcoming course; however this is not a requirement.

If a student fails to make full enrolment payment 7 days prior to the commencement of the course, their place may be rebooked without notification.

As all students are informed prior to the commencement of courses about the course requirements, licencing and medical requirements, if a student provides false or misleading information regarding their eligibility to participate, they will be withdrawn from the scheduled course and forfeit all fees paid.

Students who have made full enrolment payment and require to withdraw from their scheduled course with more than 7 days notice of commencement, will be issued a full refund.

Students wishing to change their course to an alternate date, and notify with more than 7 days of commencement, will be rebooked and not extra charge.

Students wishing to transfer into another course with less than 7 days notice from the commencement date, may do so however administration fee may be charged at the discretion of the Director.

Students who fail to attend their scheduled course or cancel on the day of the course will forfeit all fees paid.

Aust-Link reserves the right to remove any student from a course, who disobeys direct instructions from the trainer, behaves in a manner that is considered disruptive or endangers Aust-Link trainers, other students or themselves.

It is essential that all students arrive for their scheduled course at Aust-Link drug and alcohol free. If Aust-Link staff suspect or detect a student of being under the influence of drugs or alcohol, the student will not be permitted to participate in the course. Students will forfeit course fees in these circumstances.

Any student requesting a refund due to compassionate and compelling circumstances must make the request in writing and address the request to Aust-Link director. All requests will be responded to in writing and if necessary after a full investigation, any refund will be paid electronically.

In instance where a student fails to attend, or is unable to attend their scheduled course due to illness, a medical certificate must be provided to Aust-Link within (2) business days of the scheduled course. Upon the receipt of a valid medical certificate, students will be rebooked into another course at no extra cost. If student wishes to withdraw an administration fee may apply. Where a student fails to supply a valid medical certificate within the required timeframe, all fees will be forfeit and full course costs will apply for rebooking into another course.

Where a student believes extraordinary circumstances exist, they must make the request in writing and address the request to Aust-Link director.

Notification of cancelation/withdrawal from units of competency, withdrawal or deferral from course of study must be made in writing to Aust-Link. In the case of cancellation/withdrawal the following refund fees will apply:

Refund Arrangements For Full Qualification Courses		
Reason	Notification Requirements	Refund
Aust-Link is unable to commence the course for which the original enrolment and payment has been made.	All student will be notified of course cancellation ASAP by phone or in writing	Full refund of all fees levied or placement in an appropriate alternate course, as per the client's preference.
Student withdrawal before course commencement	Notification is required from the student +7 days prior to course commencement	Full refund of all fees levied or placement in an appropriate alternate course, as per the client's preference.
	Notification is received 6-4 days prior to course commencement	Administration fee of \$60 will be retained and balance of course fee will be refunded to the student
	Notification is received 3-2 days prior to course commencement	Forfeit of 50% of full course cost will be retained and balance of course fee will be refunded to the student
	Notification is received less than 2 day prior to course commencement	Forfeit of full course fees, No refund will be given
Where a student fails to attend a scheduled course they have been enrolled into	Regardless of any notification on that day	Forfeit of full course fees, No refund will be given
<b>Third Party</b>		
Third party arrangements with employer, government agencies etc. refund conditions are detailed in contracts, agreements or purchase order agreement between Aust-Link and the organisation. <b>Note:</b> There will be <u>No Refund</u> where previously agreed by both parties		
<b>All refunds will be subject to refund policies and procedures and be forwarded to the Director for processing and approval</b>		

### Refunds due to non-provision of service

All fees levied are refunded in full if Aust-Link Pty Ltd is unable to commence the course service as agreed due to lack of minimum student number, a course or unit is cancelled or re-scheduled to a time unsuitable to the student, a student is not given a place due to maximum number of places being reached, where a student withdraws from training not of their own accord, or any unforeseen circumstance.

A full refund of relevant unit tuition fees will be paid at any time during delivery if a class is cancelled because of declining student numbers, no available training personnel, Aust-Link is no longer approved to deliver government supported courses in the relevant jurisdiction, where Aust-Link RTO closes or due to other circumstances caused by Aust-Link Pty Ltd.

Where there is an instance of Aust-Link Pty Ltd default due to unforeseen circumstances, Aust-Link will endeavour arrange another course, or part of a course, to be provided to students at no (extra) cost to the student as an alternative to a refund. Where the student agrees to this arrangement, Aust-Link will not refund fees paid.

## **Working with students under 18 years of age**

Aust-Link will ensure that all students are protected from all forms of harm, including bullying, harassment, discrimination and intimidation. Aust-Link staff are required to report to the Director any behaviour that can reasonably be considered harmful or potentially harmful to students, or where it is reasonable to believe that a student has been harmed or requires protection from harm.

Aust-Link Director will require information such as:

- The name, age and address of the young person;
- The reasons suspected that the young person may have experienced or is at risk of experiencing harm;
- The immediate risk to the young person.

When the Director is informed of any involving harassment or discrimination the Director will take immediate and appropriate action to address it. When dealing with all complaints the rights of all individuals involved will be respected and confidentiality will be maintained.

Both the persons making the complaint and the person against whom the complaint has been made will receive information, support and assistance in resolving the issue from the Aust-Link Director. All Aust-Link Pty Ltd staff are required to undertake as a component of the recruitment process, a National Police Check to ensure suitability in meeting Aust-Link's legislative and contractual obligations. National Police Checks are valid for 12 months and are renewed annually.

## **State and Territory Requirements**

In addition to the above National Police Check, the following state jurisdictional checks also apply to the Aust-Link personnel providing services in these jurisdictions.

### **Victorian Jurisdiction Requirements**

All personnel providing services in Victoria must undertake a Victorian Working with Children check as a component of the recruitment process in line with the Working with Children Act 2005 (VIC), checks are valid for five years.

### **Aust-Link Staff and Students should be aware of the following definitions:**

- Racial Harassment – involves a person being threatened, abused, insulted or taunted in relation to their race, descent, nationality, colour, language or ethnic origin.
- Sexual Harassment – involves any verbal or physical conduct of a sexual nature, which is inappropriate, unwelcome or uninvited. It may include, but is not limited to, sexually related physical contact such as kissing, embracing, pinching or other suggestive gestures, intimidation, coercion, requests for or promises of sexual favours, questions about a person's private or sexual life, sexual or explicit jokes, unwelcome phone calls, emails or other forms on non-work related communication, offensive noises or displays of sexually graphic or suggestive material.
- Bullying – involves any behaviour that suggests a real or perceived power over another party or otherwise undermines a person or group, generally comprised of repeated, persistent acts over a period of time. It may include, but not limited to, verbal abuse, physical assault, intimidation, humiliation, unjustified criticism, sarcasm, insults, false or malicious rumours,

exclusion or isolation inflicting unnecessary work struggles, or sabotage of a person's work or their ability to work by withholding resources or information.

- Confidentiality – relates to privacy of information ensuring that the information is only accessible to those who have the authority to access it. Within an RTO this may refer to private verbal discussions, student assessment, managerial decision and legal proceedings.
- Discrimination – involves the unfair or unequal treatment of other persons based solely on class or category. Equal opportunity laws prohibit discrimination on the grounds of sex, marital status, pregnancy, family responsibility, family status, race, religion, political conviction, gender history, impairment, age or sexual orientation. All forms of victimisation are also treated as a type of discrimination.
- Harassment – involves any behaviour intended to disturb, offend or upset. It may include any unwelcome or uninvited verbal or physical action that results in a person feeling intimidated, offended, humiliates or embarrassed. Equal opportunity laws prohibit harassment on the grounds of sex and race.

## **Traineeships Policy**

Traineeships offer many benefits to employers and employees. Employers can develop an employee who is trained to understand the specific requirements of their workplace and has the skills that match business objectives. Employees have the chance to gain valuable work experience, develop skills and acquire a nationally recognised qualification.

- Employee and employer agreement – both parties understand that there is a formal agreement to train the Australian apprentice known as the National Training Contract that sets out the legal obligations binding on the employer and the employee. Both enter into this agreement with a commitment to mutual respect, honesty and fairness. Both parties agree to determine the qualification and the units of competencies that the employee is working to attain. Both parties have a clear understanding of their contractual obligations including the duration of the training, dispute resolution avenues and what is required to terminate the contract.
- Aust-Link's responsibilities – Aust-Link confirms its responsibilities under National Training Contract Management as follows:
  - Confirm the employer's capacity to train;
  - Provide training as nominated on the training contract and training plan to full time or part time trainees;
  - Make all reasonable provisions for the trainee to achieve all competencies required for the structured training within the nominal duration of the training contract;
  - Advise the trainee and their employer that an application for an extension to the term of the training contract must be made if they are unable to complete the structured training prior to the nominal completion date of the training contract.
- Reporting of traineeship/employer issues – each state jurisdiction has a requirement for the reporting of traineeship/trainee employer issues in cases where issues are hampering the effective implementation of the traineeship program. Minimum compliance requirements may include availability of onsite visits at least quarterly, provision of release time for study and support for on-the-job training. Where an employee/traineeship process is in danger of breach of a minimum compliance requirement, Aust-Link Co-Ordinator:
  - Must support the trainee and employer to understand their obligations;
  - Must undertake and document numerous support actions as appropriate to ensure that the compliance requirements is met;

- Must communicate with Aust-Link management of any issues and concerns immediately once an employee/traineeship process has experienced a breach of a minimum compliance requirement;
- Must advise the trainee and employer that the compliance requirements are not being met;
- Must communicate with the relevant state training authority for action as per the relevant process in each jurisdiction.

In the unfortunate event of the death of a trainee, this event must be reported to the relevant state training authority within two working days of the event occurring.

### **Student Information and Obligation whilst attending Aust-Link's Training Facility**

- Parking – all day parking is available in the carpark in designated parking areas.
- Safety procedures – each Aust-Link site/office has a safety plan and fire orders displayed in the reception and training areas.
- Evacuation procedures – students will be informed of details of evacuation, assembly areas and display notice boards. Students have responsibility to familiarise themselves with Aust-Link's evacuation procedures. In the care of an emergency Aust-Link staff will direct students to safe designated areas.

### **Public Liability and Professional Indemnity Insurance**

Aust-Link is well covered for Public Liability and Professional Indemnity Insurance which covers the student at all times whilst undertaking training and assessment.

### **Drugs and/or Alcohol use and dependence**

*Policy* – Aust-Link Pty Ltd is committed to reducing the level of sickness and absence due to alcohol and drug related problems and to provide a safe and healthy environment. Aust-Link Pty Ltd recognises that a wide range of educational related and personal factors may affect the health, work satisfaction and performance of the student.

The decision to drink or to take drugs socially is the right of the individual. Aust-Link has a no drug no alcohol policy when the student or staff are attending its training facility.

### **Smoking**

All classes operate in a non-smoking area. All practical training areas are smoke free areas. Designated smoking areas are provided, refer to reception for instructions.

### **First Aid**

First aid kits are located in the office, warehouse, civil hut, motorcycle training range and all vehicles. Kits contain items to enable basic first aid to be carried out, no medication including headache pills are available.

### **Breaks**

Tea, coffee and kitchen facilities which include fridge, microwave and toast makers are available for students to use on their breaks.

### **Toilets**



Public toilets are available for all students.

### **Chairs**

To ensure safety of all, chairs need four legs on the floor at all times, no swinging please.

### **Public Holidays**

Aust-Link is closed on public holidays.

### **Plagiarism**

Aust-Link treats plagiarism as cheating. Cheating and plagiarism are serious offences and will be treated seriously. To ensure you do not plagiarise someone else's work, you must declare the sources from which you derived material or ideas. The penalties for plagiarism are severe and may result in a not competent being awarded.

### **Certificates, Statement of Attainments, Qualifications and Licences**

Aust-Link will issue Qualifications, Statement of Attainments, Certificates, Permits and Licences in accordance with guidelines from AQF training packages, Vic Roads and Worksafe Victoria. A Certificate of Qualification will only be issued to students who have been assessed as competent in all units which make up the requirements of the qualification as specified in the relevant training package. Providing all agreed fees have been paid:

- A Certificate of Qualification and record of results will be issued within 30 days of successful completion of the qualification; or
- A Statement of Attainment will be issued within 30 days of successful completion of all units of competencies in the skill set; or
- A Statement of Attainment will be issued within 30 days of notification of cancellation/withdrawal for any units successfully completed in partial completion of this course (skillset) or qualification.

### **Request for renewal of Certificate or Statement of Attainment**

If a student has a Certificate or Statement of Attainment that has been previously issued by Aust-Link Pty Ltd it may be reprinted and reissued on request from the student. There are duties associated with this process and a payment will be requested before the document can be retrieved from archive and reprinted and reissued.

### **Workplace Health and Safety (WHS)**

Aust-Link Pty Ltd WHS Policy is to encourage a successfully managed WHS system in the workplace.

Aust-Link encourages all staff to understand and perform their role according to safe practices in the workplace and to fulfil their responsibilities and duties under WHS Act 2011. The Act provides a framework for consultation between employers and employees and students in the workplace.

Aust-Link Trainer/Assessors and Co-Ordinators will inform all students of restricted areas whilst attending Aust-Link facilities for the safety of all.

Students must be accompanied by an Aust-Link Trainer/Assessor or staff member and be wearing a high vis vest at all times whilst in the restricted training areas.

### **Visitors/Students**

Are required to complete a sign in and out register when attending Aust-Link premises. This is to assist Aust-Link staff if an emergency occurs to identify who is on the premises for evacuation procedures.

## **21. STUDENT IDENTIFICATION REQUIREMENTS**

A number of Aust-Link courses require specific identification to be confirmed and verified identification evidence to be retained on file on admission to any recognised course program. This may include:

- Evidence of student identity (for example, photo identifications);
- Evidence of student eligibility to participate (for example, citizenship); and
- Evident of prerequisites being met (for example, previous qualifications/study).

Student identity is confirmed as an initial step in the pre-training review process.

## **22. COURSE INFORMATION**

During the pre-training review process, general and course specific information, including the relevant course guide is explained in further detail and student queries answered. This general includes:

- Explanation of course content, competency standards, timelines and stakeholders;
- Outline of entry requirements and admission requirements;
- Duration of course and delivery mode of course;
- Identification of specific resource requirements for the course;
- Explanation of assessment procedures relevant to course;
- Enrolment procedures and processes; and
- Fees, charges and refunds information.

## **23. RECOGNITION OF PRIOR LEARNING PROCESS (RPL)**

Recognition of prior learning (RPL) is defines in the AQF as follows:

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit.

This is underpinned by the Aust-link definition of credit as follows:

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, recognition of prior learning or advance standing.

### **Recognition of prior learning explained**

Aust-Link facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification

and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.

RPL is one of a number of processes for establishing credit or advanced standing. RPL broadens access into formal learning by enabling credit to be given for student achievement through other formal, non-formal or informal learning.

RPL involves issuing organisations undertaking an assessment of each individual who applies to determine the extent to which that individual's previous learning is equivalent to the learning outcomes of the components of the destination qualification.

### **Recognition of prior learning applied**

It is the responsibility of Aust-Link to offer RPL assessment to students. Aust-Link RPL policies and practices must ensure that decisions about granting RPL take into account students likelihood of successfully achieving qualification outcomes and ensuring that integrity of qualification outcomes is maintained.

To ensure consistency, fairness and transparency, Aust-Link has established a systematic, approach to RPL including policies and procedures that govern implementation.

The typical RPL process for providers consists of the following stages:

- Identifying the evidence required
- Providing advice to students about the process
- Providing students with sufficient information to enable them to prepare their evidence to the standard required for the RPL assessment process
- Assessing using appropriate evidence-gathering methods and tools
- Recording the outcomes, and
- Reporting to key internal and external stakeholders.

RPL assessment:

- As with assessment, should be undertaken by Trainer/Assessors with expertise in the subject and industry, content or skills area, as well as knowledge of and expertise in RPL assessment
- Should be the same standard as other assessment for the qualification
- Should recognise learning regardless of how, when and where it was acquired, provided the learning is relevant to the learning outcomes in the qualification
- Must ensure that evidence provided is valid, authentic, current and sufficient and that the process is fair and flexible, reliable and valid

RPL assessment methods

- Should include reasonable adjustment for the literacy levels, cultural background and experiences of students, and it should not be a proxy for the assessment of skills such as literacy except where these are intrinsic to the learning outcomes of the qualification component
- Should address the specific evidence required to demonstrate prior achievement of the learning outcomes and assessment requirements of the particular qualification components for which credit is sought
- Should provide a range of ways for individuals to demonstrate that they have met the required outcomes and can be granted credit. These might include:
  - Mapping of learning outcomes from prior formal, non-formal learning to the relevant qualification components

- Questioning (oral or written)
- Observation of performance in work based and/or simulated environments
- Challenge examinations/assessments
- Consideration of third party reports and/or documentation such as articles, reports, project materials, papers, testimonials or other products prepared by the RPL applicant that relate to the learning outcomes of the relevant qualification component
- Consideration of a portfolio and review of contents, and
- Participation in structured assessment activities that individuals normally would be required to undertake if they were enrolled in the qualifications components.

The assessment outcomes may enable the student to meet the entry requirements and/or components of the qualification. This may reduce the duration of the qualification.

The agreed credit outcomes of the assessment of previous learning through RPL are specific to the individual. They may establish a precedent which can be used for other RPL assessments and potentially form the basis for future credit transfer agreements.

The Aust-Link RPL process fee structure is \$100 per Unit of Competency up to a maximum of \$800 (GST exempt)

## **24. CREDIT TRANSFER**

Credit transfer is defined as follows:

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

Credit is the value assigned for the recognition of equivalence in content and learning outcomes between different types of learning and/or qualifications. Credit reduces the amount of learning required to achieve a qualification and may be through credit transfer, articulation, recognition or prior learning or advanced standing.

### **Credit transfer explained**

Aust-Link facilitates the progression of students through qualifications by giving credit for learning outcomes they already have achieved. Credit outcomes may allow for entry into a qualification and/or provide credit towards the qualification. Credit given may reduce the time required for a student to achieve the qualification.

Credit transfer is one of a number of processes for establishing credit. It provides a means for students to gain credit in a qualification on the basis of completed components of another qualification or other formal learning.

The credit transfer process involves:

- Mapping, comparing and evaluating the extent to which the learning outcome, discipline content and assessment requirements of the individual components of one qualification are equivalent to the learning outcomes, discipline content and assessment requirements of the individual components of another qualification, and
- Making a judgement about the credit to be assigned between the matched components of the two qualifications.

The agreed outcomes may include any form of credit: block, specified or unspecified credit.

### **Credit transfer applied**

It is the responsibility of Aust-Link to develop credit transfer arrangements for qualifications within their own institutions and with qualifications of other providers.

Decisions on credit must ensure that integrity of qualification outcomes is maintained and that there is consistency, fairness and transparency in the decision making process.

Credit transfer may be provided to students on an individual basis or may apply groups of students.

Students receiving credit on the basis of credit transfer agreements should receive the same form and amount of credit as set out in the public register or database of credit arrangements, providing they can provide the relevant official evidence. However, the total amount of credit will vary from individual to individual, based on which qualification(s) or combinations of qualification components have been successfully completed.

Additional credit may be awarded as a result of further individual student negotiations.

## **25. VOLUME OF LEARNING**

### **Volume of learning explained**

The volume of learning, and the breadth and depth of the knowledge, skills and application of the knowledge and skills determined for a qualification, define the complexity of the qualification.

The volume of learning determined for a qualification must fall within the range provided in the descriptor for the qualification type.

The concept of “typically” used to describe the volume of learning is intended to provide some flexibility in relation to pathways into and from Aust-Link qualifications that are incorporated into the design of the qualification. It is not intended as justification for not applying the requirement.

### **Volume of learning applied**

It is responsibility of organisation developing and/or accrediting qualifications to exercise professional judgements to ensure that the design of programs of learning leading to qualifications enables students to achieve the learning outcomes for both the qualification type and the discipline. Decisions about design of qualifications must take into account students likelihood of successfully achieving qualification outcomes and also must ensure that integrity of qualification outcomes is maintained.

The volume of learning allocated to a qualification should include all teaching, learning and assessment activities that are required to be undertaken by the typical student to achieve the learning outcomes. These activities may include some or all of the following: guided learning (such as classes, lectures, tutorials, on-line study or self-paced study guides), individual study, research, learning activities in the workplace and assessment activities.

The volume of learning allocated in the design of a qualification may vary depending upon:

- The level of the previous qualification required for entry
- Whether the purpose of the qualification is for deepening or broadening of knowledge and skills, or
- Whether the qualification leads to professional outcomes or is generalist in purpose

### **Volume of learning applied in delivery**

The duration of the delivery of the qualification may vary from the volume of learning specified for the qualification. Providers may offer the qualification in more or less time than the specified volume of learning, provided that delivery arrangements give students sufficient opportunity to achieve the learning outcomes for the qualification type, level and discipline.

Students may be fast-tracked through qualification, some cohorts of students may be offered a longer duration of delivery to support their successful achievement of the qualification outcomes. Students may be offered more self-paced methodologies, including workplace delivery, which will vary the duration required to achieve the learning outcomes. The duration may be reduced for individual students if credit towards the qualification is given in the form of recognition of prior learning, advanced standing or credit transfer.

Provider decisions about duration of the delivery of a qualification must take into account the students likelihood of successfully achieving the learning outcomes and ensure that the integrity of the qualification outcomes is maintained.

## **26. CLUSTERED QUALIFICATIONS**

### **Clustered qualifications explained**

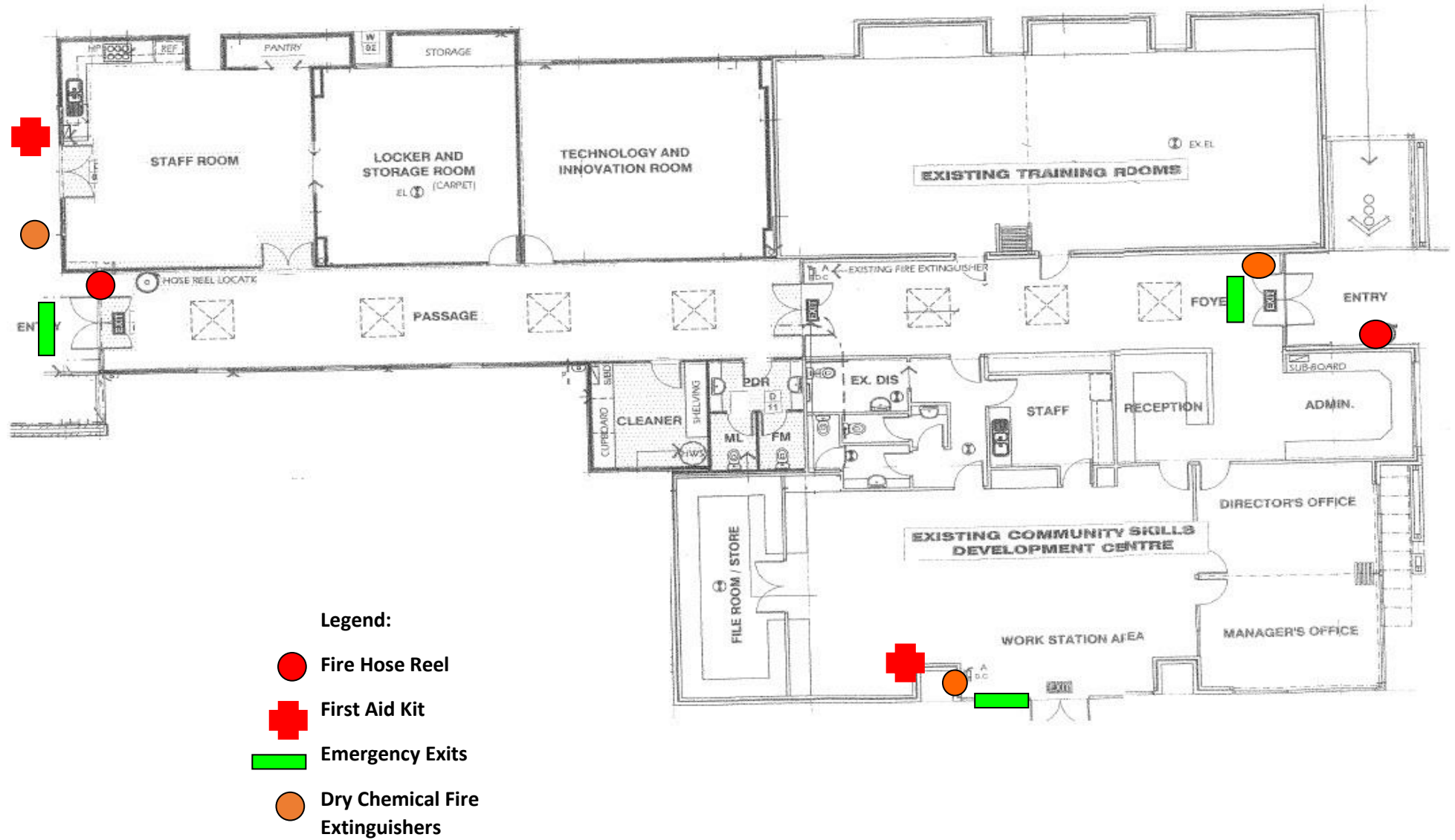
Clustered qualifications are not qualification types but a grouping of two or more Aust-Link qualification types at either the same or different levels.

Clustered qualifications should be designed to provide students with the option of direct entry to higher-level qualifications if they have demonstrated the relevant entry requirements.

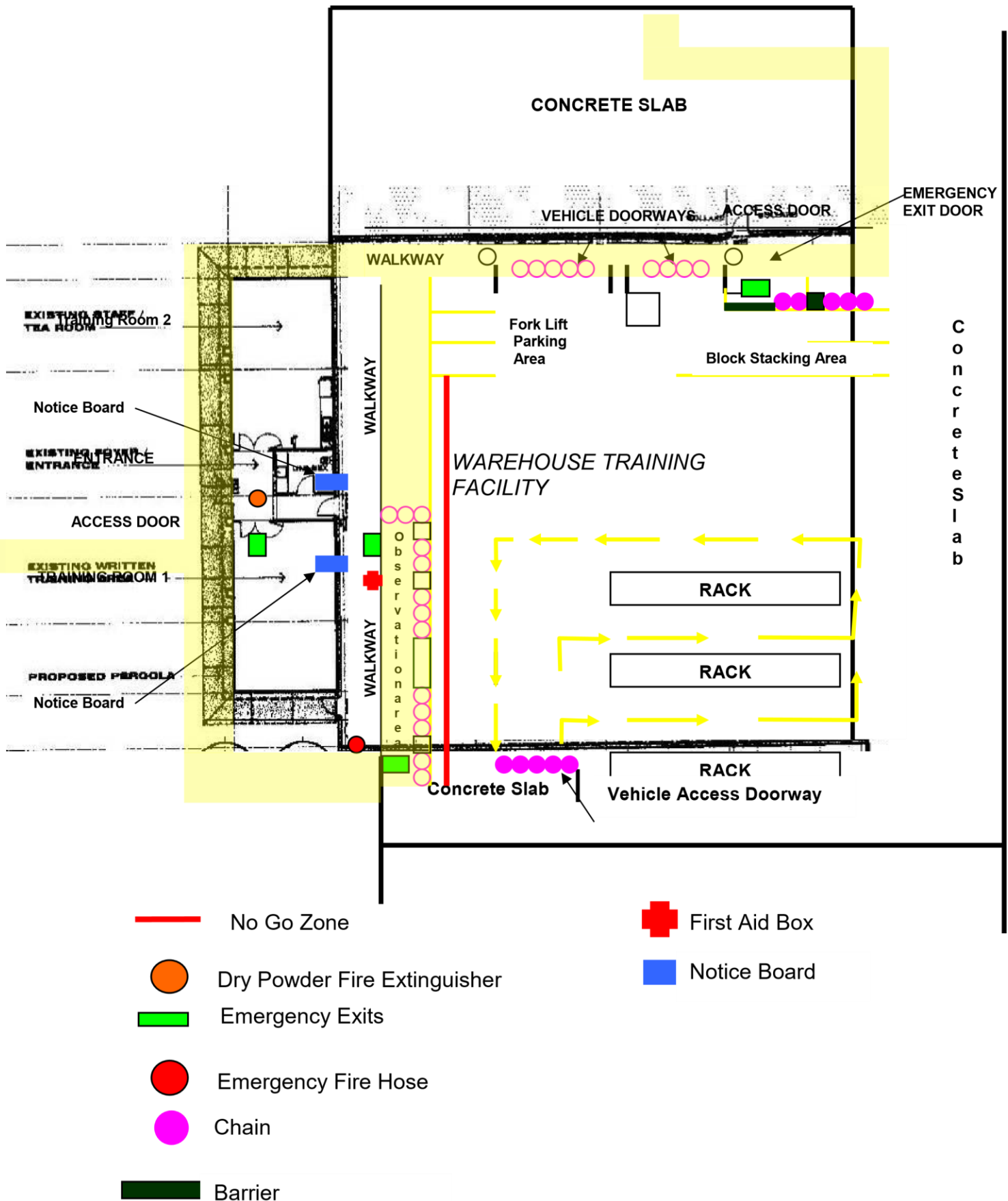
### **Clustered qualifications applied**

It is the responsibility of Aust-Link in developing and/or accrediting qualifications to exercise professional judgements to ensure that design of programs of learning leading to qualifications enables students to achieve the learning outcomes for both the qualification type and the discipline. Decisions about design of qualifications must take into account students likelihood of successfully achieving qualification outcomes and also must ensure that integrity of qualification outcomes is maintained. Those developing and/or accrediting qualifications should be able to provide a pedagogical rationale to justify a decision to cluster qualifications.

## Emergency Evacuation Mildura Building Plan

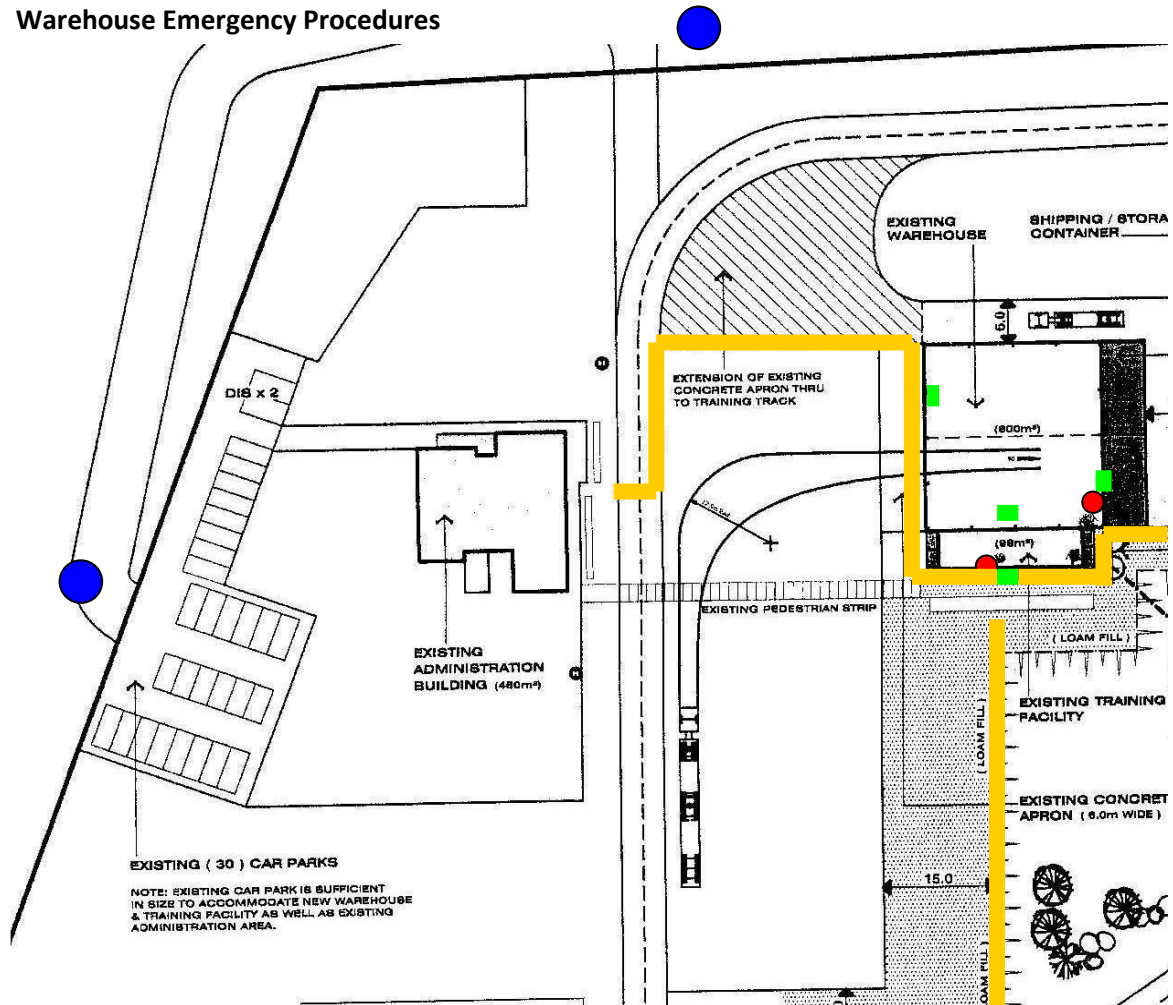


## Warehouse Emergency Procedures



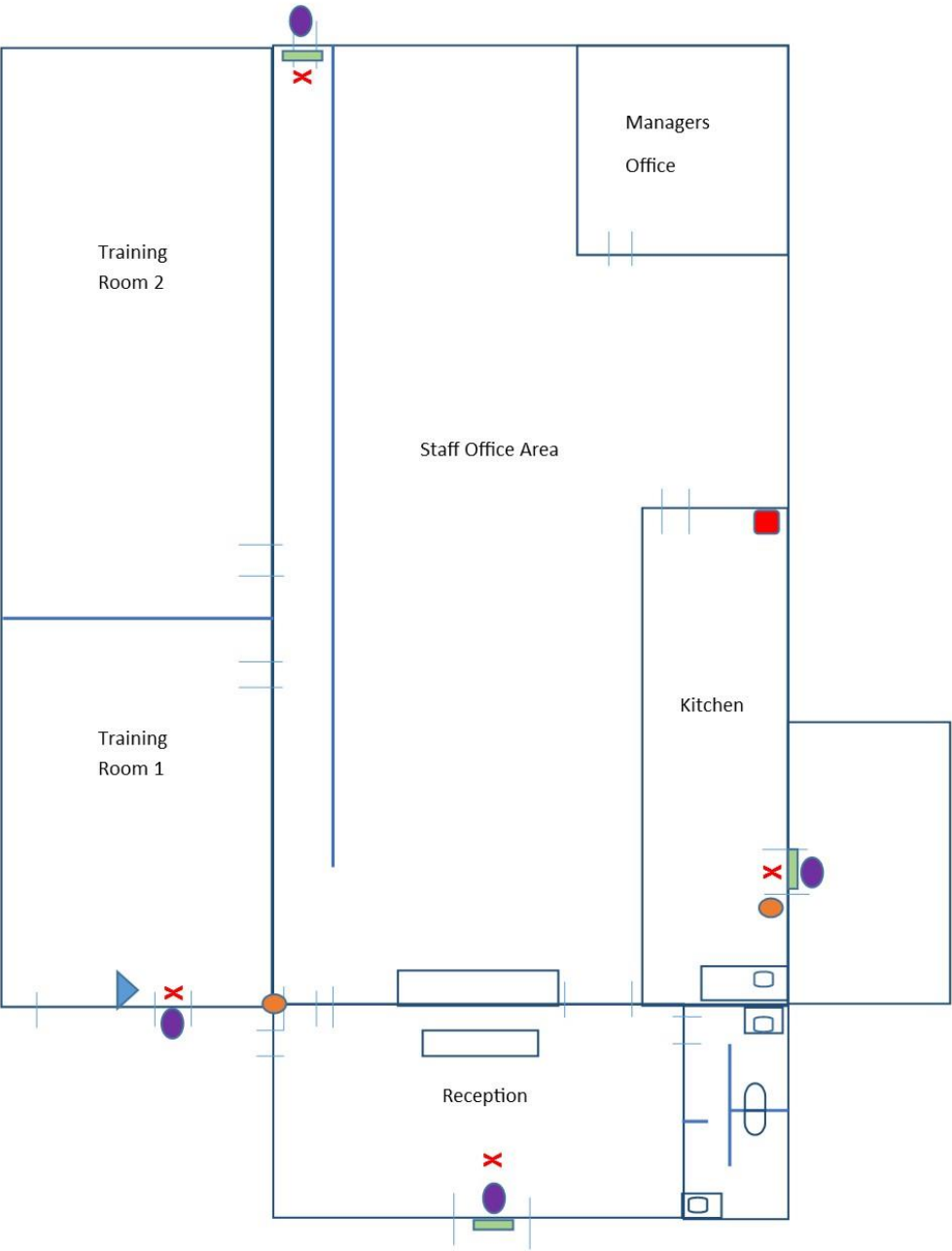








## Warehouse Emergency Procedures



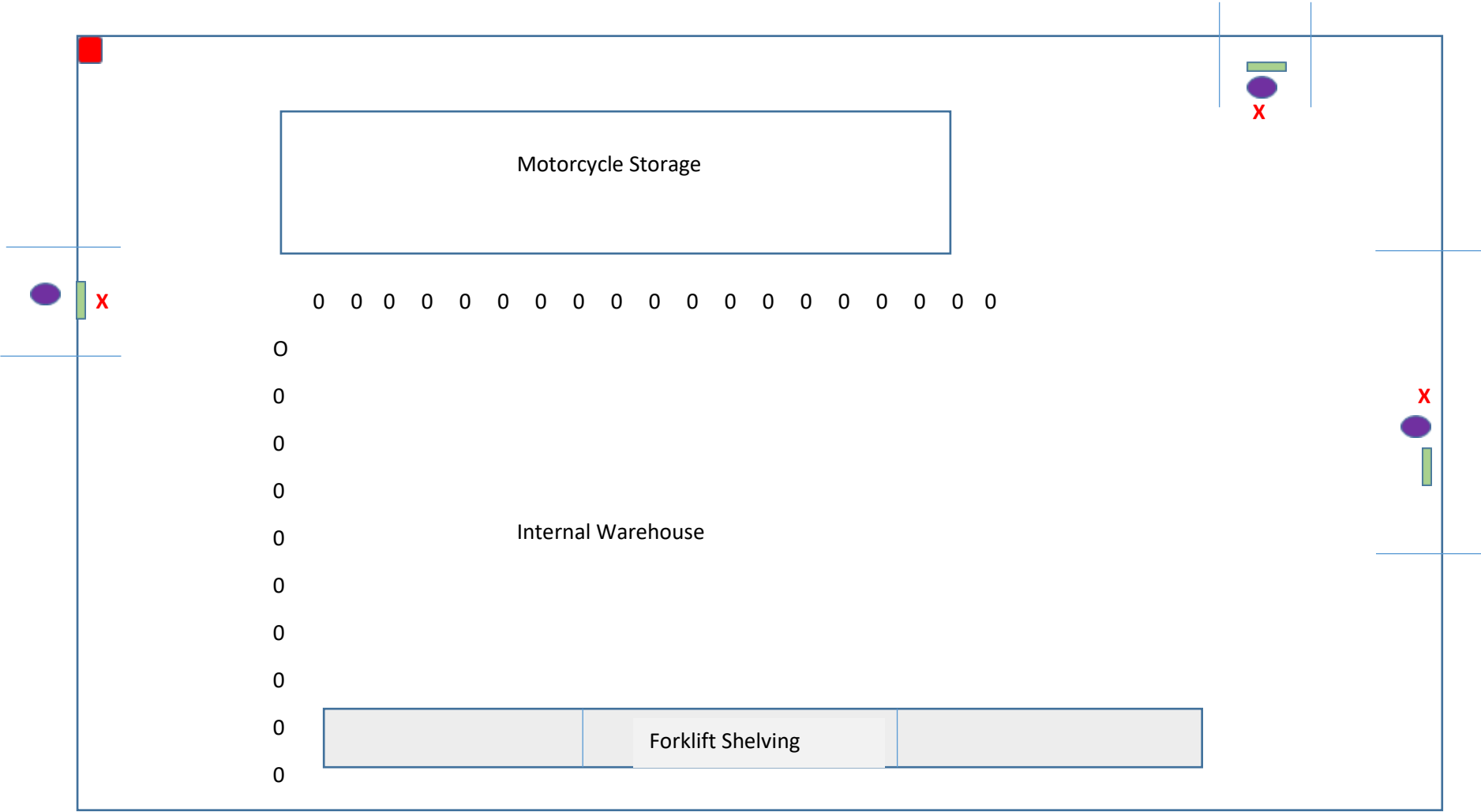
- SAFETY WALK WAY
- EMERGENCY EXITS
- FIRE HYDRANT / FIRE EXTINGUISHER
- Emergency Assembly Area

Emergency Evacuation Bendigo Building Plan



	Fire Exit		Emergency Exit
	Fire Hose		Exit/Entry
	First Aid		Fire Extinguisher

IN CASE OF EMERGENCY (Bendigo)



X Fire Exit

Emergency Exit

First Aid

Exit/Entry

## Aust-Link Site Map (Bendigo)

