

Student Handbook



HealthLinkTraining

Established 2012

Contents

Contents.....	2
Overview.....	3
Health Link Training Code of Practice	3
Compliance with State and National Legislation.....	3
Safety and Critical Incidents.....	4
Enrolment Policy and Procedure	5
Access and Equity.....	7
Student Support Services.....	9
Withdrawing from Studies	10
Variation to Training Schedule	10
Transition of Training Products	10
Privacy and Confidentiality	11
Student Access to Information.....	12
Provision of Quality Training and Assessment.....	13
Alcohol and Drug Policy	16
Work-Based Training.....	17
Recognition of Prior Learning	18
National Mutual Recognition and Credit Transfer	19
Issuing of Qualifications and Statements of Attainment.....	19
Appeals.....	20
Complaints and Grievances	22
Recording Keeping	24
Fees and Charges	27
Student Feedback	29
Responsibilities of the Learner	30

Overview

This Student Handbook should be used as a reference for the services offered by Health Link Training to its students and also as a guide with regard to the responsibilities of each party on the learning and development journey.

If at any time you have a concern or query relating to your training, please contact us on the details listed below:

T: 1300 885 046

E: admin@healthlinktraining.com.au

Address: PO Box 6
DIANELLA WA 6059

Health Link Training Code of Practice

Health Link Training is committed to operating within the Principles and Standards of the Australian Quality Training Framework (AQTF).

Health Link Training staff will treat all participants with courtesy, respect and dignity in an ethical and professional manner.

Health Link Training adopts policies and management practices which maintain high professional standards in the delivery of vocational education and training services.

Health Link Training will market its vocational education and training services and products with integrity, accuracy and professionalism using accurate, relevant and up-to-date information and resources.

Compliance with State and National Legislation

As a Registered Training Organisation, Health Link Training has agreed to operate within the Standards for Registered Training Organisations 2015.

As part of the Standards of the Standards for Registered Training Organisations 2015, RTOs must be compliant with Commonwealth and State legislation and all of its regulatory requirements. Health Link Training will observe laws governing:

- vocational education and training
- occupational health and safety
- workplace harassment, victimisation and bullying
- equal opportunity
- privacy

Important Legislation which affects Health Link Training includes:

Vocational Education and Training Act 1996 (WA)
Vocational Education and Training (Colleges) Regulations 1996 (WA)
Vocational Education and Training (General) Regulations 1996 (WA)
Occupational Safety and Health Act 1984 (WA)
Workers' Compensation (Common Law Proceedings) Act 2004 (WA)
Workers' Compensation and Injury Management (Acts of Terrorism) Act 2001 (WA)
Workers' Compensation and Injury Management Act 1981 (WA)
Working with Children (Criminal Record Checking) Act 2004 (WA)
Equal Opportunity Act 1984 (WA)
Racial Discrimination Act 1975 (Commonwealth)
Sex Discrimination Act 1984 (Commonwealth)
Disability Discrimination Act 1992 (Commonwealth)
Age Discrimination Act 2004 (Commonwealth)
Privacy Act 1988 (Commonwealth)
Fair Work Act 2009 (Commonwealth)

Staff will be notified of any changes to legislation that impact upon the operations of the RTO via staff meetings and e-mail correspondence. This information is also made clear to all students in the Student Handbook. Students are expected to adhere to national and state legislation and not behave in any way that may impact on the physical or emotional wellbeing of another. Students will be notified of any changes to legislation that impact upon the operations of the RTO via e-mail correspondence and any other suitable means of communication approved by the RTO Chief Executive Officer.

Safety and Critical Incidents

Health Link Training recognises its responsibilities to ensure the safety and health of its students, staff and visitors and realises its obligations under the OH&S Act with regard to its duty of care. To achieve this, Health Link Training will comply with all relevant Occupational Safety and Health legislative and statutory requirements and provide appropriate training, induction and resources to this effect, including the identification, assessment and control of hazards in the workplace. Health Link Training will nominate at least one staff member as the organisation's Health and Safety Representative and provide the appropriate training for this role. Health Link Training will also ensure that a number of staff are trained in the application of First Aid.

The RTO will also ensure that Emergency Procedures are posted in highly visible locations around its premises and that emergency drills are carried out at least once a year.

Health Link Training believes that Occupational Safety & Health is a shared responsibility, adopting a consultative approach to hazard management and expecting all individuals to be safe at all times. Health Link Training carries out regular safety inspections of its premises to ensure a safe workplace and safe training facility. The procedure is as follows:

Procedure

- Nominated Health and Safety Representative conducts an audit using the WHS Checklist;
- Where a hazard has been identified, a Risk Control Plan is to be completed;
- All documents are to be signed off by parties listed;
- Following the treatment or removal of the risk, all documents are to be filed by the RTO Administration Department.

Where an incident or injury has occurred, the following procedure is applicable:

Procedure

- Nominated Health and Safety Representative/First Aider to attend to scene of incident and assist any injured persons, organising trips to Emergency Services as required;
- Any outstanding hazards are to be dealt with by the nominated Health and Safety Representative using the Hierarchy of Control approach;
- Nominated witness or Health and Safety Representative to complete an Incident Log Form. All documents are to be signed off by parties listed;
- Emergency contacts and Next of Kin of the affected individuals to be contacted;
- Relevant authorities to be contacted, including WorkCover, Australian Police, Department of Immigration and Border Protection as required;
- Remaining staff to be briefed on incident and any actions/activities to be implemented going forward;
- Incident is to be recorded on the Incident Register.

Students are also informed of their responsibilities to behave and act in a safe manner, while all training and assessment, particularly on heavy machinery, is carried out to strict, industry recognised safety standards.

Health Link Training subscribes to regular updates from the relevant authorities in regard to Occupational Safety & Health.

Enrolment Policy and Procedure

Health Link Training provides prospective students with information about, amongst other things, fees, assessment and Recognition of Prior Learning (RPL) prior to enrolment to ensure that the student can make a sound decision based on all the relevant aspects of the training they wish to undertake. Information provided will:

- Refer to all applicable qualifications/courses by the appropriate code and title;
- Outline the currency of the qualifications/courses in question;
- Outline the duration of training and the assessment requirements;
- Specify modes of delivery and delivery locations;
- Discuss fees and charges;

- Specify entry requirements into the course;
- Provide information specific to student contributions and responsibilities;
- Outline if any training/assessment is to be conducted under third party/sub-contracting arrangements.

The Student Handbook, which is provided to students prior to enrolment, provides further information around the nature of the guarantee offered by the RTO should it not be able to deliver the training, and also how to lodge a formal complaint and appeal.

The RTO will advise all students and potential students of any changes to services offered by the RTO which may impact them directly.

Unique Student Identifier (USI)

All students who commence training with Health Link Training from 1 January 2015 will be asked to obtain a Unique Student Identifier. This can be completed by referring to the USI website hosted by the Australian Government Department of Industry. Students who feel that they require assistance in applying for a USI may request this assistance from the RTO. Health Link Training will require students to provide their consent prior to assisting them obtain a USI.

Every USI presented to the RTO by a student will be checked for validity.

Health Link Training will not be able to issue any certificates or Statements of Attainment until a student obtains a valid USI (unless an exemption applies under the Student Identifiers Act 2014).

At all times, staff of the RTO must abide by legislation and guidelines which host and support the implementation of the USI within the VET sector.

Enrolment Process continued:

Once a student has reviewed the information that pertains to their chosen path of study, they are to complete the Enrolment Form and return it to the Administration Department of the RTO. The student's upfront fees will be calculated (no more than \$1500) and the student will be invoiced.

Once the student has paid their upfront fees, a Student File will be opened for them and their details will be entered on the Learner Management System (LMS). The RTO Administration Department should ensure that all other necessary documents and information have been collected from the student using the Enrolment Checklist.

Students will be asked to complete a Special Needs Form during the enrolment process. The RTO may also choose to implement other procedures to help determine the level of numeracy and literacy of each potential student. Both of these

procedures contribute to ensuring that the RTO is able to assist students it identifies in extra need and support with the most appropriate resources.

The student will then receive a copy of their Learning and Assessment material in preparation for their studies. These documents will be the responsibility of the student for the duration of the course. Any lost material that needs replacing may incur a replacement fee.

On the commencement of training, the student will be provided with further information about the college and its operating policies and procedures before proceeding. Once the student and trainer are satisfied that there are no further outstanding queries or information to be covered, training will commence. Please see the enrolment Flow Chart on the next page for a better understanding of the Enrolment Process:

Access and Equity

What do the terms “Access” and “Equity” mean?

Access generally refers to the ability to enter training. Improving access might include improving physical access to a training venue or ensuring that selection criteria do not discriminate against clients.

Equity in this context means equality of access to, and potentially equal outcomes from training regardless of the individual's circumstances, background and identity.

Health Link Training is of the firm belief that every individual regardless of personal history, present circumstances or any other factor that can commonly be considered as an inhibiting factor to self-development, should be provided the opportunity to improve their life through further education. Health Link Training embraces multiculturalism and diversity in Australia, and is pleased to be a contributor to quality education as a whole.

Access and equity issues are addressed during staff induction and during staff meetings and professional development activities. Access and equity are addressed within Health Link Training Code of Practice. The Code of Practice is openly communicated to all training participants and training and assessment staff.

Health Link Training endeavours to eliminate discrimination against persons on the ground of:

- Sex
- Marital status or pregnancy
- Family responsibility or family status
- Race

- Religious or political conviction
- Impairment
- Age

This Access and Equity Policy will be made available to students and potential students through the Student Handbook available on our website and in hardcopy.

Procedure

Potential students seeking to enrol with Health Link Training will be assessed for entry to study through the same published entry requirements and through the same process, regardless of their background, circumstances or eligibility for funding. Entry requirements for each of our courses are published on our website, while general information about enrolment can be found within the Enrolment Policy and Procedure.

Upon enrolment, all students will be requested to complete a Special Needs Form. Prior to the commencement of training, all participants will have the opportunity to discuss any specific learning needs with their facilitators/assessors. Students will be asked during their welcome to the course to raise any access and equity issues they may face with the administration staff of Health Link Training. Further steps are listed below:

1. Students may be asked to complete a short Literacy and Numeracy test to identify any potential areas of difficulty that they may have, or any skill gaps that may need to be addressed;
2. Information received from this test will be analysed by the facilitator. Students identified as being in need of help will be contacted by the facilitator. Privacy and Confidentiality will be discussed with the student;
3. The Facilitators will discuss with participants at the commencement of each training session or course, the topic of Access and Equity. The Facilitator will request that any outstanding Special Needs forms be submitted to the Administration Department of the RTO;
4. Any unresolved queries relating to access/equity issues will be referred to the Chief Executive Officer (for instance, if they cannot be resolved by the Facilitator);
5. The Chief Executive Officer will then contact the participant to discuss their access/equity issue and make appropriate arrangements which may include notifying the training venue, arranging a meeting with the participant and the Facilitator, arranging extra assistance from the Facilitator or external assistance as required;
6. File notes will be made of the action taken in each case where access/equity assistance is required and the outcome recorded for the participant.

Access and Equity issues are not only addressed in terms of the services offered by Health Link Training, but also in terms of its own employment principles and in terms of addressing the wellbeing of all staff.

In addition to eliminating potential discrimination on the previously listed points, Health Link Training also takes a very firm stance on Sexual Harassment and Workplace Bullying. Health Link Training follows guidelines available by Fair Work Australia and WorkSafe on these issues.

Should it come to light that harassment in any form is occurring in the workplace, Health Link Training will endeavour to end the situation as soon as possible. The following steps will be taken.

- The employee who is felt to be discriminated against is advised to confide in a trusted mentor or friend about the situation;
- The employee is encouraged to discuss the situation with their immediate supervisor or manager. If either of these is in fact the person involved in the harassment or discriminatory behaviour, the employee is to seek the next line of management and discuss the situation at hand.
- An investigation will be completed by the nominated manager and a resolution sought in which all parties can agree. All notes and documents associated with the incident will be kept under the strictest confidence;
- A schedule will be put in place to monitor the situation and wellbeing of the affected employees;
- Where no resolution can be determined by the nominated Manager, the Chief Executive Officer will become involved;
- A review of the information provided will be undertaken and further investigation completed as required. A resolution will be sought in which all parties can agree. All notes and documents associated with the incident will be kept under the strictest confidence;
- Where appropriate, disciplinary action, up to and including termination of employment will be considered.
- Where it has been found that an employee's personal and human rights have been severely impacted, Health Link Training will endeavour to support that employee in seeking external resolution and compensation as they choose;
- If at any point, the victimised employee feels that their needs in this regard are not being suitably catered for by Health Link Training, they will be directed to seek support from external authorities that govern fair work practice in Australia.

Student Support Services

Health Link Training will endeavour to support a student through their course of study through means such as access to additional time with trainers and access to professional career guidance counselling when available.

Health Link Training will also maintain a directory of organisations known throughout the VET sector to provide assistance and guidance to students (Support Agencies Register). Staff at Health Link Training will assist the student in making contact with the relevant organisation and where possible, implement additional requirements or

special circumstances needed by the student in order to have a higher chance of success at completing their studies.

All students are required to complete a Special Needs Form upon enrolment and submit it to the RTO Administration Department.

Withdrawing from Studies

Students who wish to withdraw from their studies at Health Link Training are required to inform the RTO in writing. This can be done by completing a Withdrawal Form. This ensures that Health Link Training can appropriately close off the student's enrolment and maintain accurate and up-to-date records. Students will have an opportunity when notifying the RTO of their withdrawal to apply for a refund. Any request for a refund will be assessed in accordance with the Health Link Training Fees, Charges and Refund Policy.

Variation to Training Schedule

Should a student required a variation or amendment to the agreed training schedule for any reason, this is to be formally documented with detail surrounding the request for the change. The RTO Chief Executive Officer and the relevant Trainer/Assessor are responsible for ensuring that any changes implemented still meet the requirements of the qualification and relevant Training Package and that the quality of the training and assessment provided are not negatively impacted in any way.

The student, the relevant trainer/assessor and RTO Chief Executive Officer are all to sign off on the amendment and the document is to be filed in the student's hard copy file. A note in the Learner Management System is also to be made by the Administration Department.

The RTO Chief Executive Officer retains the sole right to approve or decline requests for amendments to a student's training schedule. Students have the right to appeal decisions which involve a request being declined and may follow the formal Complaints and Grievances procedure in this regard.

The Variation to Training Schedule Form can be used for the purposes outlined above.

Transition of Training Products

Health Link Training endeavours to ensure that the training and qualifications that students are enrolled in with the RTO are the latest and most recent version of the relevant training package. Health Link Training takes on the responsibility and duty

to manage the transition of students from older to newer versions of the nationally recognised courses and qualifications that it delivers.

In all instances, the Standards for Registered Training Organisations 2015 will be referred to, as well as any complementary guidelines from the Registering Body.

As a minimum, the RTO will ensure that no learner commences training and assessment in a training product that has been removed or deleted from the National Register.

Procedure

- Compliance staff and senior management will register for alerts from Training.gov.au for any updates to training packages that may be relevant to the RTO's scope of registration. Staff will also register for alerts from the relevant Industry Skills Council (or its successor);
- Where minor changes to a Training Package have been made, necessary amendments will be incorporated within the RTO's delivery and assessment operations and recorded on the Continuous Improvement Register;
- A communication will be sent to all staff outlining the changes;
- Where an entire qualification/accredited course or Unit of Competency been superseded or deleted, compliance staff and senior management will complete a Transition to New Training Checklist;
- Roles and responsibilities for assisting in the transition will be delegated by the RTO Chief Executive Officer. This is to be recorded on the Checklist for continual monitoring of progress at staff meetings;
- All changes are to be recorded in the RTO Continuous Improvement Register.

Privacy and Confidentiality

Health Link Training has undertaken to comply with the requirements of the Privacy Act 1988, including in particular, the 13 Australian Privacy Principles (APPs) that fall under this Act.

As a Registered Training Organisation, Health Link Training is required to report on data it obtains from its students to State and or Federal Government agencies for reasons such as research, statistical analysis and the generation of performance reports for RTOs so they may gain a better understanding of their standing with other RTOs in relation to customer satisfaction.

Information RTOs are required to share includes the courses and subjects in which students are enrolled, their age and gender, details of where they were born and went to school.

The data collected by the RTO must conform to the Australian Vocational Education and Training Management Information and Statistical Standard (AVETMISS). Following AVETMISS guidelines allows for there to be a benchmark in vocational education and training (VET) measurement that in turn provides a more accurate and defined picture of what is happening in the sector.

It enables comparison and analysis at all levels of the training system, nationally and within each state and territory. Health Link Training collects this information from students through the issuing of its Enrolment Form provided upon expression of interest in any of our courses.

Information about a student, except as required by law or as required under the Standards for Registered Training Organisations, is not disclosed without the student's written permission and that of their parent or guardian if the student is under 18 years of age. Where a student/guardian consents to disclosure of information, they will be requested to complete the Permission to Disclose Information Form, which provides specific information around what is to be disclosed and to whom. A copy of the completed form will be kept in their student file.

Student files are kept in secure facilities at Health Link Training offices with access restricted to only key RTO personnel. All RTO personnel are required to sign a Confidentiality Declaration upon being appointed by the company.

Student assessment records are retained in a secure location for a period of 30 years in accordance with current Federal and State legislation, before being destroyed.

Students are encouraged to keep the RTO abreast of changes to their personal circumstances so that information held on file is accurate and the most recent available.

Student Access to Information

Health Link Training is able to provide students with copies of information held about them at their request. Please provide adequate notice (at least one week) in this regard.

Procedure

- Student to complete an Request for Information Form;
- Completed form to be submitted to RTO Administration Department;
- Allow 1 week for processing;
- RTO to contact student when information is ready for collection;
- Administration to sign off that information has been collected.

Provision of Quality Training and Assessment

Health Link Training is committed to providing training that meets the needs of its students as well as the wider industries in which it operates. As a minimum, Training and Assessment Strategies will be developed for each qualification, course or Unit of Competency on the RTO's scope of registration. These strategies will be developed in consultation with industry and will be subject to a review once a year. The following procedure is to be implemented:

- Learning and Assessment Strategy in need of review identified by the Chief Executive Officer;
- Strategy to be revised to ensure it reflects current delivery and assessment practice of the RTO;
- Industry Consultation Questionnaire template to be sent out to chosen industry partners with revised Learning and Assessment Strategy;
- Industry Consultation Questionnaire to be retrieved and reviewed. Further follow up with industry partners to be conducted as required;
- Where possible, recommendations and feedback from consultation with industry partners is to be incorporated within the Learning and Assessment Strategy of the RTO;
- Industry Consultation Questionnaires to be files appropriately;
- Industry Consultation Register to be updated with activities undertaken.

Other methods to be used to ensure that industry is being effectively engaged include:

- Inviting industry partners to attend and participate in meetings being held by the RTO as part of its Continuous Improvement Schedule;
- Negotiating with industry partners to allow trainers/assessors working for Health Link Training to have access to work sites and gain exposure to current industry practice;
- Inviting guest speakers of applicable industries to give talks/presentations to students when possible; and
- Attending industry networking events as part of the RTO's overall Professional Development agenda.

Training and Assessment Strategies will reflect the requirements of the relevant Training Package and will identify target groups. The strategies will contain information on Health Link Training's staff, facilities, equipment, training and assessment materials. All of these areas may be subject to review and improvement following engagement with industry and any recommendations it puts forward.

Staff

Health Link Training utilises the services of both training contractors and full time facilitators to provide training and assessment in accordance with its scope of registration. Administrative staff are employed to provide support to both the training and assessment staff as well as senior management to assist in ensuring compliance with the requirements of the Standards for Registered Training Organisations 2015.

All staff are required to undertake professional development and undergo a staff review at least once a year.

Facilities

Health Link Training endeavours to have suitable facilities for its training and assessment services. Facilities used for training will be either under the direct ownership of Health Link Training or used under a long-term lease agreement. These facilities are to be fitted with the relevant technology and furniture that can facilitate a comfortable and supportive learning experience.

Where appropriate and agreed to, Health Link Training will use facilities provided by the employers of students for the purpose of training and assessing. In all instances a Site Capacity Checklist will be completed to ensure that the premises provide a suitable platform for the delivering of training and that it is able to meet the requirements as outlined by all the relevant qualification packaging rules.

Equipment

Equipment and machinery are used within training and assessment where possible to ensure students receive understanding of the equipment as per the workplace requirements. At all times the standard operating procedures are used to ensure safety is maintained.

It is the intent of Health Link Training to invite industry representatives to participate in an annual review of industry-related equipment and infrastructure. When developing training plans, equipment and machinery that are used at the workplace are assessed for the availability for training and assessment activities.

Training and Assessment Material

Where possible, Health Link Training will endeavour to design and create its own training and assessment material.

Where it is not possible to develop its own material, Health Link Training will purchase the materials from a suitable, reputable supplier.

All material purchased for use in Health Link Training' services to the public will be validated by its own suitably qualified staff or an external consultant to ensure that standards of the relevant training package and industry requirements are being met.

Health Link Training staff have access to all relevant resources for training and assessment.

Assessment

In developing the assessment procedure (including RPL) for each qualification, the RTO will ensure:

- Compliance with the assessment guidelines from the relevant Training Package or accredited course;
- Assessment leads to a qualification or statement of attainment under the Australian Qualifications Framework (AQF);
- Suitable pre-assessment procedures are in place to prepare student for assessment;
- Formal assessment complies with the principles assessment (i.e. assessment is valid, reliable, flexible and fair);
- Formal assessment complies the rules of evidence (valid, sufficient, current and authentic) guide the collection of evidence;
- There is a focus on the application of knowledge and skills to the standard expected in the workplace, including skills for managing work tasks, contingencies and the job environment;
- Timely and appropriate feedback is given to students;
- Assessment complies with access and equity guidelines as outlined by Health Link Training Access and Equity Policy;
- Student's right to appeal is clearly noted.

All records of assessment will be in accordance with the requirements of the Standards for Registered Training Organisations 2015 and Health Link Training Record Keeping policies and procedures.

Plagiarism

It is not permissible to attempt to pass off another person's work and ideas as one's own. To do so constitutes plagiarism and will result in penalties, including exclusion from the unit or cancellation of enrolment. All attempts at plagiarism will be treated extremely seriously and all students will be made aware of their responsibilities in this regard.

Students will be expected to sign a Plagiarism Declaration prior to submitting any work for assessment.

Submission of Assignments

All assignments and homework given to a student must be completed and submitted on the date specified by the trainer/assessor. This is in order for the training and assessing staff to complete assessments before certification can be issued. Should there be any delay, a student is requested to contact our office to discuss their concerns and where required, complete a Variation to Training Schedule Form.

Alcohol and Drug Policy

Health Link Training stands firmly against the use of Drugs and Alcohol on its premises and by any persons, including staff, students and contractors, during its hours of operation. It is felt that a zero tolerance in this regard is in the best interest of all parties and will contribute to ensuring Health Link Training' compliance with all State and national legislation associated with such behaviour.

Students who are suspected of being under the influence of Drugs or Alcohol will not be permitted to attend class. Neither will staff members who are suspected of being under the influence of Drugs or Alcohol be permitted to attend their normal work activities.

Health Link Training will endeavour to educate both staff and students about the potential harm and lifelong effects of consistent Drug and Alcohol abuse and in turn, endeavour to promote healthy lifestyle habits and practices.

Health Link Training' policy on Alcohol and Drug use is clearly stated in the Student Handbook and is addressed in the corporate induction process. In both instances, participants are asked to sign off on their understanding to this and other Health Link Training policies and procedures.

Health Link Training will promote organisations known to be subject matter experts in this regard and will supply suitable reference material to students and staff alike.

Procedure

- Any person who suspects that a Health Link Training staff member or student may be intoxicated and of potential harm to fellow students or staff members should contact the first line of authority. For students, this is their trainer. For staff members, this is their supervisor. If the first line of authority is unavailable, endeavour to contact the RTO Chief Executive Officer;
- The nominated authority is to then, where safe and appropriate, escort the intoxicated individual from the premises;
- The RTO Chief Executive is to be notified immediately after the event;
- Details of the incident and all witness accounts are to be recorded as soon as is practicable;
- In the context of the offender being a student, Health Link Training may request that the student be transferred to an alternative provider and will support this process as necessary. Where the staff member is the offender, Health Link Training Chief Executive Officer will arrange a consultation between both parties so that a resolution may be negotiated that is agreeable to all concerned and will assist everyone involved moving on from the event;
- Police will be contacted where it is determined that there is severe risk of damage to any persons or property.

Work-Based Training

The term “work-based training” is considered to mean training and/or assessment that will occur in a workplace other than in a provider’s own simulated workplace environment.

In some instances, students may be required to undertake work-based training for courses offered by Health Link Training. Where work-based training is a course requirement, the RTO will ensure that students have access to suitable and appropriate host employers as part of their training. Host employers will be chosen using strict selection criteria and will at a minimum, include the following steps:

- Site visit of the premises and facility, including a general inspection;
- Interviews with business owners/directors;
- Signing of Memorandum of Understanding with business owners/directors interested in acting as host employers in partnership with Health Link Training;
- Completion of a Site Capacity Checklist to ensure the facilities/premises meet the requirements of the course in question;
- Completion of ongoing risk assessment activities to ensure requirements and the conditions of the MOU are continually being met.

Students will be informed of all work-based training requirements through course material issued to them prior to formalising their enrolment. Upon enrolment and prior to commencing work-based training, Health Link Training will hold an Orientation Session for all affected students. This session will be used to convey, amongst other items, the following information:

- Rights and responsibilities of students in the workplace;
- Rights and responsibilities of Host Employers;
- Rights and responsibilities of Health Link Training
- Assessment in the workplace.

Students will be required to sign a ‘Work Placement Agreement’ to demonstrate their understanding of the above information and commitment to the program. Any variations to the hours worked and conditions of the work placement must be approved by the RTO Chief Executive Officer and the Host Employer.

Student attendance throughout the work placement will be recorded by the Host Employer and the student via standard workplace timesheets or Training Journal.

Course progress will be monitored by having regular meetings between the Health Link Training Assessor, the student and the host employer. Where the student is not felt to be meeting course progress requirements, coaching and mentoring will be offered.

In the context of traineeships and apprenticeships, a formal Training Plan will be negotiated with the student, employer and Health Link Training prior to the commencement of training. Once agreed, all parties will sign the document.

Health Link Training does not accept assessment conducted by workplace supervisors and managers. Assessment is reserved for assessors employed by Health Link Training.

Recognition of Prior Learning

Recognition of Prior Learning (RPL) is a process that recognises a student's current skills and experience regardless of where and when the learning occurred. Applications for RPL are based on whole units of competency and are to be submitted prior to the commencement of training.

Students can base their application on any combination of formal or informal training and education, work experience or general life experience. In order to recognise prior learning, it is necessary to compare the informal or non-formal learning the individual has achieved against the relevant unit of competence. This comparison includes learning outcomes, required skills and knowledge and their application within the range specified for that unit of competence.

The RPL process is to determine if the prior learning fulfils all, some or any of them.

Procedure

- Student is to discuss request with the relevant Health Link Training Assessor;
- Should the decision be made to progress with RPL, an RPL Application Form will be issued to the student;
- Where required, appropriate fees to be paid;
- Student will be issued with an RPL Kit;
- All items requesting information in the RPL Kit to be completed and returned to the Administration Department of the RTO;
- The Assessor will assess the information provided and will make a decision if and for what to grant RPL. If a student presents an AQF qualification or Statement of Attainment to the Assessor from another RTO, the Assessor will take a copy and verify its authenticity.
- The Assessor will discuss the outcome of the assessment with the student. Both the student and the Assessor will sign off on the outcome.
- This information will be forwarded to RTO Administration staff for input into the Learner Management System and students' hard copy files.
- Successful candidates will be issued with a Qualification or Statement of Attainment.
- Unsuccessful candidates will be given feedback with options to provide further evidence. A Gap Analysis will be conducted in this regard, and where possible, the RTO will provide the student a range of options to address the missing evidence. This may be in the form of further assignments including questioning, workbook activities and work-based projects.

All applicants have a right to formally appeal the RPL assessment through Health Link Training Appeals process. All information is handled according to Health Link Training Privacy and Confidentiality guidelines.

National Mutual Recognition and Credit Transfer

National Mutual Recognition is the process whereby a Registered Training Organisation agrees to recognise the AQF qualifications and Statements of Attainment issued by any other Australian registered educational institution (whether it be VET, Higher Education or secondary) or the Unique Student Identifier Registrar, and provide credit as applicable. Health Link Training follows the principles of National Mutual Recognition in this regard. The RTO will seek verification of the certification supplied with each application that it receives.

Should a student wish to have their qualifications reviewed in order to obtain credit, the steps below must be followed. There is no charge for a Credit Transfer application.

Procedure

- Student is to discuss request with the relevant Health Link Training Assessor;
- Should the decision be made to progress Credit Transfer, a Direct Credit Transfer Application Form will be issued to the student;
- Original certificates and Statements of Attainment to be witnessed by the Assessor. Copies to be made. The student may also wish to provide certified copies;
- The Assessor to verify authenticity of documents provided;
- Information will be forwarded to RTO Administration staff for input into the Learner Management System and students' hard copy files. The student may be granted an exemption from certain aspects of the training as deemed appropriate.

Issuing of Qualifications and Statements of Attainment

Health Link Training is committed to maintaining a high level of accuracy and integrity with regard to the issuing of nationally recognised qualifications. It endeavours only to issue certificates to those candidates who have successfully completed assessment activities that have been assigned to them and who have been deemed Competent in particular units or entire qualifications.

The company has implemented stringent guidelines and procedures for issuing certificates, which can be seen below:

- The RTO will issue AQF qualifications, Statements of Attainment and Academic Records within 30 calendar days of course completion;
- The RTO will only issue qualifications and Statements of Attainment to those who have a valid Unique Student Identifier (USI);

- All qualifications and Statements of Attainment issued by the RTO will comply with standards outlined in the Australian Qualifications Framework (AQF) Issuance Policy;
- Qualifications will only display the logos of entities such as the AQF and NRT as outlined by the Logo Use Guideline issued by the particular authority. These guidelines are kept on Health Link Training system for reference by the appropriate staff;
- The RTO will only issue AQF qualifications and Statements of Attainment within its scope of registration;
- All qualifications and Statements of Attainment will also have a unique Corporate Identifier that cannot be easily copied so as to ensure against fraudulent issuance.

Procedure

1. Upon completion of the training, Health Link Training Assessor will review the student's work and assessments and make an overall decision on competency.
2. This decision will be recorded on the Student Assessment Record and will be signed by the Assessor.
3. Completed Competency Assessment Records will be handed over to the RTO Administration Department for input into the nominated Learner Management System.
4. RTO Administration to confirm accuracy of the Summary of Assessment sheet by confirming all assessments and outcomes thereof are present in the student's file. This will also include completing a Qualification Issuance Checklist and confirming the student has a valid USI.
5. Certificates and Statements of Attainment are to be signed off by the Chief Executive Officer.
6. Where a student has completed all requirements to obtain the qualification, the RTO Administration Department will supply a Certificate and Academic Record to the student. Where a student has only completed a number of units, a Statement of Attainment will be issued.
7. Certificates and Statements of Attainment are to be handed to students personally.
8. Students are required to sign an Acknowledgement of Receipt for the certificate in question.
9. Copies of Certificates, Academic Records and Statements of Attainment are to be kept in students' hard copy and electronic files, and according to the Health Link Training Record Keeping policy and procedure.

Where possible, the RTO will make use of a shared calendar system, or tools supplied with its Learner Management System, to ensure the timeframe of 30 calendar days is being met.

Health Link Training reserves the right to withhold certificates and Statements of Attainment until all outstanding fees for its services have been paid in full.

Appeals

Appeals arise when a client is not satisfied with a decision that has been made in relation to their assessment of competency. Health Link Training endeavours to treat all appeals requests with equal weighting and due consideration.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the appeals process.

Students will be informed of the RTO's formal appeals process through the Student Handbook, obtained prior to enrolment and available on the RTO's website.

All formal appeals will be attended to within 10 working days of being received. Please see the steps for the Appeals process below.

Procedure

- The client should first discuss their concerns with their Trainer/Assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.
- Where the concern is not satisfactorily resolved, the student may wish to submit their appeal in writing via a completed Appeals Form. This form needs to be submitted to the RTO Administration Department. The student may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During this time, your request will be reviewed and where appropriate, a date for re-assessment will be booked. The person responsible for handling Appeals applications may also implement the following:
 - Interviewing persons involved in the matter;
 - Requesting another assessor review the assessment if applicable;
 - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive for review.
- The RTO Chief Executive will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.

- Principles outlined in Health Link Training' Privacy and Confidentiality Policy are applicable at all times.
- The student is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the student will be informed in writing stating the reasons for the delay.
- Records of all Appeal processes and outcomes will be recorded by the RTO and saved according to the RTO's Record Keeping Policy.
- All Appeals applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The appellant may withdraw the appeal at any stage in the process. If the appeal is withdrawn, the matter will be deemed to be closed.

Complaints and Grievances

Disputes arise when a client is not satisfied with an aspect of the RTO's services and requests action to be taken to resolve the matter. Students and other members of the public may wish to lodge a complaint in some of the following areas (amongst others):

- The conduct of the RTO, its trainers, assessors or other staff;
- An RTO Subcontractor, its trainers, assessors or other staff;
- A Learner of the RTO.

All formal complaints will be attended to within 10 working days of being received. Complaint and Grievances forms are available in all student handbooks and on Health Link Training website.

The RTO will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process.

Please see the steps for the Complaints and Grievances process below.

Procedure

- The client should first discuss their concerns with their Trainer/Assessor, or other staff member they feel comfortable with. If the matter is satisfactorily resolved during initial discussions, no further action is required.

- Where the complaint is not satisfactorily resolved, the student may wish to submit their complaint in writing via a completed Complaints and Grievances Form. This form needs to be submitted to the RTO Administration Department. The student may be accompanied by a representative to any meetings it holds with the RTO staff.
- Allow for 10 working days for the matter to be processed. During the review, the nominated and responsible staff member may implement some of the following steps:
 - Interviewing persons involved in the matter;
 - Reviewing all documentation associated with the matter.
- The outcomes will be communicated to the student in writing.
- If the student remains dissatisfied with the outcome, the matter will be forwarded to the RTO Chief Executive for review.
- The RTO Chief Executive will assess the situation and put forward a resolution within 7 working days of being notified.
- Should the student remain dissatisfied with the results, they will be provided with the option of having their case heard by a suitable, independent body (independent to both the student and the RTO) who will review the case. This body, where possible, will be asked to formally declare its independence to both parties and both parties will be asked to agree to it acting in the nominated capacity of case manager.
- Principles outlined in Health Link Training' Privacy and Confidentiality Policy will be applicable at all times.
- The student is to be informed regularly of the progress of their application. Should it appear likely that the application will take more than 10 days to process, the student will be informed in writing stating the reasons for the delay.
- Records of all Complaints/Grievances processes and outcomes will be recorded by the RTO on the Complaints Register and saved according to the RTO's Record Keeping Policy.
- All Complaints/Grievances applications and processes will be carefully reviewed by senior management following finalisation to identify any areas of improvement that the RTO can act upon.

The complainant may withdraw a grievance at any stage in the process. If the grievance is withdrawn, the matter will be deemed to be closed.

Recording Keeping

Health Link Training stresses the importance of accurate and consistent record keeping with its entire staff. Record Keeping is conveyed as being an integral aspect of the company's compliance obligations under the Standards for Registered Training Organisations 2015.

Student Information

Records of the following, amongst other items, are maintained:

- Student enrolment records
- Student attendance records
- Student assessment records
- Student work
- Student/Employer Workplace Agreements
- Student workplace experience and learning
- Fees paid and refunds given
- Details of complaints and appeals

The above records will be kept for:

- a period of 2 years *or*
- the duration of the student's enrolment *or*
- or the duration of an Appeals application

whichever is the longer period.

Records of results, qualifications and Statements of Attainment for all students are stored in individual student files and the nominated Learner Management System at a central location. These records and records of summative assessment sheets will be kept for a period of 30 years.

In the event that Health Link Training ceases to operate, it will transfer, within 5 working days, all records to the Registering Body and ensure all participants have all received a copy of their records.

Collection of Information

Personal information will not be collected unless:

- 1) The information is collected for a purpose directly related to student or staff member; and
- 2) The collection of the information is necessary for or directly related to that purpose.

Personal information will not be collected by unlawful or unfair means.

Where personal information is collected for inclusion in a record or in a generally available publication Health Link Training will take reasonable steps to ensure that, before the information is collected or, if that is not practicable, as soon as practicable after the information is collected, the individual concerned is generally aware of:

- 1) The purpose for which the information is being collected;
- 2) If the collection of the information is authorised or required by or under law the fact that the collection of the information is so authorised or required; and
- 3) With whom the information may be shared (such as the Australian Government or Tuition Assurance Scheme).

Where Health Link Training solicits and collects personal information for inclusion in a record or in a generally available publication it will take reasonable steps to ensure that:

- 1) The information collected is relevant to that purpose and is up to date and complete; and
- 2) The collection of the information does not intrude to an unreasonable extent upon the personal affairs of the individual.

Students are encouraged to liaise with Health Link Training staff to ensure their details are accurate and up to date.

Learner Management System

Health Link Training has purchased and implemented the use of an AVETMISS compliant Learner Management System (LMS). Certain nominated staff within Health Link Training are specifically trained in how to record and extract data related to students and our training services.

Information that the LMS is able to record, amongst other things, include:

- Student demographics like age, sex, ethnicity and disability information
- Personal details, e.g. address, phone numbers, etc.
- Course selection of each student
- Training Progress Reports for each student
- Assessment outcomes for each student
- File notes of all interactions and communications with the student
- Payment and refund details
- Copies (scanned or photo) of certificates / qualification / Statement of Attainment issued
- Disciplinary actions (if applicable)
- Details of complaints and appeals

File Note Policy

Health Link Training implements a File Note Policy with regard to student records and information. Any changes to a student's enrolment or training activities will be

captured using a File Note system that will include the date, a short description of the relevant item and the name of the person who actioned it.

File notes will be kept against a student's enrolment on the Learner Management System.

Hard copy file notes may also be kept in the students hard copy file as appropriate.

Electronic Back Up Policy

Electronic files are kept up to date and backed up regularly each day. The backup copy is to be kept offsite or in a fireproof and flood-proof safe.

Contact Details

Health Link Training will endeavour to obtain the latest contact details for every student on a six (6) monthly basis.

Privacy

All records are dealt with in accordance with Health Link Training confidentiality and privacy guidelines.

Secure Disposal of Records

Health Link Training will dispose of all records which house sensitive information, or information about its students or staff members, in a secure manner. This may include leasing a locked, document disposal waste bin or other machinery as required.

Staff Records

Health Link Training endeavours to ensure that all Personnel Files are updated regularly with assistance by the staff member themselves. Personnel Files include items such as resumes, national qualifications and tickets, copies of performance reviews and personal contact details. No staff information is disclosed to a third party without consent from that staff member, unless required by law.

Staff records will be kept for a period of 5 years.

Records of Performance

Health Link Training will also maintain accurate records of activities conducted during its day-to-day operations. These records will be made available to the Registering Body upon request.

Health Link Training will keep, amongst other things, record of the following items:

- All internal audits undertaken and their outcomes
- All validation and moderation sessions completed

- All risk management matters
- Agreements in place with partner organisations
- Documents related to financial management
- Minutes of meetings
- All Continuous Improvement activities and changes implemented

Records of Performance will be kept for a period of 5 years.

Fees and Charges

Health Link Training advises students prior to enrolment of:

- The fees applicable to the training and / or assessment to be undertaken, and
- The organisation's cancellation and refund policy

Fees Collected in Advance

As a Registered Training Organisation, Health Link Training is required to implement a process or strategy that will ensure that fees collected in advance from students are suitably protected.

As outlined by Condition 5 of the AQTF 2010, the RTO must comply with 1 of 5 options.

Health Link Training has chosen to comply with Option 3:

“The RTO may accept payment of no more than \$1500 from each individual student prior to the commencement of the course. Following course commencement, the RTO may require payment of additional fees in advance from the student but 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 \$1,500”

Payment Arrangements

- Payment of invoices is expected within normal business terms of 14 days.
- If government funded candidates transfer to another RTO then fees collected are subject to the Department of Training and Workforce Development's Policy and Procedures between the two Registered Training Organisations - refer to Department of Training and Workforce Development's 'VET Fees and Charges in 2016' policy, which can be found at <http://www.trainingwa.wa.gov.au/>

Payment Options

On enrolment students will take up one of the following options:

- Pay \$1500 on enrolment and the balance on commencement of training.
- Pay a deposit of \$500.00 with the balance placed on a payment plan.
- Advise of financial assistance through their job network agency.

- Present a signed letter from the employer to invoice that employer for the Course Fees (and other charges as applicable) that relate to that student.

Students who fail to take up one of the above options will not be enrolled.

Concessions

Some students who are enrolled in government funded training may be eligible for further concessions. Concessions for these students are outlined in the Department of Training and Workforce Development's 'VET Fees and Charges in 2016' policy.

Similarly, certain exemptions apply for unemployed persons enrolling in vocational training. Please refer to the VET Fees and Charges in 2016 policy for further information.

Financial Hardship

Students enrolled with Health Link Training may apply for special consideration with regard to their fees if they are experiencing financial hardship.

Financial hardship is defined by Health Link Training as follows:

Where a student is unable to discharge their financial obligations because of illness, unemployment or other reasonable cause.

Any student who would like to apply for a waiving of their fees due to financial hardship will be required to complete a Fee Waiver Application - Financial Hardship form. This form is to be completed prior to enrolment with Health Link Training.

Refund Policy

Requests for refunds need to be made in writing and submitted to the RTO Administration Department. Refund Forms are available from the administration department as well as the Health Link Training website.

Reasons to request a full refund may include:

- Withdrawing from a training program.
- Customer enrolls in another training program, or a university program
- Unable to continue the training program due to illness, or injury

Pre-Course: Refund of enrolment fee minus a \$250 admin fee. Full refund if providers fault.

During Course: No refunds will be given once the course has commenced & full course fees apply. Special circumstances outlined in the student handbook.

When fees have been paid/will be paid by employer and the candidate leaves that place of employment, no credit will be available to either the candidate or the employer. Fees paid for a particular individual's training is non-transferable.

Partial Refund

Partial refunds will only be considered if students withdraw for reasons of personal circumstances beyond their control, for example, the loss of a loved one. In all cases relevant documentary evidence will be required.

Requests for partial refunds must be lodged in writing within two weeks of the withdrawal date. Health Link Training will refund up to 50% of the course fees (minus \$250 administration fee) to successful applicants.

Deferments and Extensions

Health Link Training will permit extensions to students seeking extra time to complete assignments. The first extension application will be free of charge. All subsequent applications will be charged at a rate of \$100. Extension periods last for a period of 2 weeks.

Health Link Training reserves the right to refuse an extension in its absolute discretion.

Students must contact Health Link Training prior to the course end date.

Students seeking to defer their studies must state an intention to do so prior to the commencement of training or within 2 weeks following the commencement of training. Deferments will only be granted for a period of up to 6 months additional time. A \$250 administration fee will apply and must be paid before deferment can be granted.

In the event that you do not complete your course in time, and do not seek either an extension or deferment for your course as directed above, your training will be considered incomplete. No refund will be given and a new enrolment will be pursued.

Other Fees and Charges

Incidental fees and charges are listed on the Health Link Training Fees Schedule. Items on this list include fees pertaining to the replacement of lost certificates and fees associated with multiple re-assessments.

Health Link Training Cancellations or Postponements

Should unforeseen circumstances occur that impact on the successful commencement delivery of the course in question, then Health Link Training will advise all clients/participants at least 3 working days prior to the course commencement date.

Where Health Link Training is forced to halt a course or program midway, the company will endeavour to refund any fees collected for phases of study not yet completed and also assist students in every way possible to find a suitable alternative provider.

Student Feedback

Client and student feedback is a very important aspect of the Continuous Improvement cycle. All participants studying with Health Link Training are required to complete an evaluation form. The evaluation form is completed following each

training session or at the end of each course. The evaluation forms are then reviewed by the RTO Chief Executive and a summary report generated. If the report highlights any areas that are in need of improvement or further investigation, this will be implemented as soon as possible.

All forms may be completed anonymously.

Employers of students will also be given an opportunity to provide feedback. Health Link Training will also, as part of its annual reporting requirements, complete the official Learner and Employer Surveys and forward the responses to the relevant authority.

Responsibilities of the Learner

- Report inability to attend training when appropriate.
- Attend any face to face assessment meetings that may be scheduled.
- Submit assessments on time.
- Read and understand all of Health Link Training' terms and conditions (as per Student Handbook and information on website).
- Discuss any concerns that the learner may have with appropriate Health Link Training staff.
- Maintain appropriate contact with trainers/supervisors/employers.
- Demonstrate courteous and respectful behaviour when dealing with Health Link Training staff, other learners or relevant stakeholders.
- Read and maintain resources that are supplied in relation to the relevant course of training.
- Maintain awareness for Occupational Safety and Health matters.
- Exercise appropriate care for any physical property that may be in your care.

Complaint / Grievances Form

Health Link Training will acknowledge your complaint in writing, including the outcome. Please refer to our Complaints and Grievances Policy and Procedure before completing this form.

Section A - student to complete

Personal details

Date:	Course Name:
Student Name:	Course Start Date:
Student Number:	Student Address:
Trainer Name:	Student Contact Number:
	H M
	E

Complaint/Grievance Details - Please provide as much detail as you can for your Complaint/Grievance application.

Student Signature:

Section B - RTO Trainer/Customer Relations to complete

Complaint/Grievance Resolution Details - Please provide as much information as possible regarding the resolution that has been offered to the student.

Complaint/Grievance Outcome

Complaint/Grievance satisfactorily resolved? Yes No

If “No”, provide more information of what is still required:

Date set for next Complaint/Grievance Process:

Trainer/Customer Relations Signature: Date:

Student Signature: Date:

Section C - RTO Administration to complete (tick off the completed actions)

File Note made in Learner Management System Yes No

Information has been added to the Complaints Register Yes No

Administration Name:

Administration Signature:

Date:

Section D - RTO Management Representative to complete

What was the final outcome of the Complaint/Grievance?

What has this incident revealed about the RTO's current policies and procedures? Where can improvements be made?

RTO Representative Name:

RTO Management Signature:

Date:

Section E - RTO Administration to complete (tick off the completed actions)

File Note made in Learner Management System Yes

Information has been added to the Complaints Register Yes

Administration Name:

Administration Signature:

Date: