



LINKED 2

Student Handbook

Version 3.0

October 2021

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Welcome to Linked 2

Linked 2 is a privately owned Registered Training Organisation (RTO ID 21789) delivering nationally accredited qualifications and non-accredited training. Whether you are starting a new career, doing a course to meet licensing requirements, continuing professional development, upgrading your knowledge and skills or looking to have your current competency recognised, we acknowledge that you are making an investment in your future and demonstrating a high level of commitment to your personal growth and we thank you for choosing us to assist you on that learning path.

When you choose to start or develop your career with Linked 2 you will receive personalised service, including flexible and responsive trainer support to help you achieve success in the course or qualification you in which you have enrolled. Our trainers and assessors are professionals with extensive industry experience who also hold formal adult education qualifications, ensuring that no matter what stage your career is at, your skills and knowledge will be enhanced by current, workplace relevant training and assessment strategies.

Please take the time to read this handbook; it forms part of your induction to Linked 2 and by enrolling into a course with Linked 2 you agree to comply with the policies and procedures outlined in this handbook.

If you have any questions about the content of the handbook, please contact our office on 02 8000 9175.

At Linked 2 we are focused on you, your career and your business, helping you to realise your potential.

Phillip Stephenson
CEO, Linked 2

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About this handbook

Copyright

The information in this handbook is copyright to Linked 2 and may not be reproduced in whole or in part without prior written consent of the CEO of Linked 2.

Disclaimer

While every effort has been made to ensure that the information contained in this handbook is free from errors and omissions and is not misleading in any way, Linked 2 makes no representations or warranties and is not liable for any loss or damage or injury of any kind (however caused) under any law including negligence resulting from or in any way connected with the use of this handbook. Linked 2 does not assume any legal liability, whether direct or indirect for the accuracy, comprehensiveness or usefulness of any information, or the reliance on this information. Linked 2 wishes to make it very clear that enrolling in a course of study with us does not in any way guarantee successful completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification.

Updates and Continuous Improvement

Linked 2 reserves the right to modify, revise or supplement anything in this handbook at its sole discretion at any time. The most recent version of this handbook can be found on the website at www.linked2.org.au.

Scope of Qualifications

Linked 2 is a Registered Training Organisation (RTO: 21789) approved to provide training delivery and assessment services for a range of nationally accredited courses.

Qualification Code	Qualification Name
BSB41419	Certificate IV in Work Health and Safety
CPP20218	Certificate II in Security Operations
CPP30316	Certificate III in Cleaning Operations
CPP31318	Certificate III in Security Operations
CPP31418	Certificate III in Close Protection Operations
CPP40719	Certificate IV in Security Management
CPP41519	Certificate IV in Security Risk Analysis
CPP50619	Diploma of Security Risk Management
CSC30119	Certificate III in Correctional Practice
CSC30120	Certificate III in Correctional Practice
CSC40115	Certificate IV in Correctional Practice
CSC40120	Certificate IV in Correctional Practice
CSC40121	Certificate IV in Correctional Practice
SIT20316	Certificate II in Hospitality
SIT30616	Certificate III in Hospitality

Unit of Competency Code	Unit of Competency Name
CPCCWHS1001	Prepare to work safely in the construction industry
HLTAID001	Provide cardiopulmonary resuscitation
HLTAID003	Provide first aid
HLTINFCOV001	Comply with infection prevention and control policies and procedures
PUAFER004	Respond to facility emergencies
PUAFER005	Operate as part of an emergency control organisation
PUAFER006	Lead an emergency control organisation
PUAFER008	Confine small emergencies in a facility
RIICOM201E	Communicate in the workplace
RIICWD503E	Prepare traffic management plans and traffic guidance schemes
RIIRIS301E	Apply risk management processes
RIIRIS402E	Carry out the risk management process
RIIWHS201E	Work safely and follow WHS policies and procedures
RIIWHS205E	Control traffic with stop-slow bat
RIIWHS206	Control traffic with portable traffic control devices and temporary traffic signs
RIIWHS302E	Implement traffic management plans
RIIWHS303	Position, set up and program portable traffic control devices

NB: Full scope of registration may be found at <https://training.gov.au/Organisation/Details/21789>

General information (or “what you need to know before signing up for a course”)

Training may cost tens of thousands of dollars with no refund available if you make a bad choice or change your mind during the course. Every year, NSW Fair Trading receives complaints from students about fees, refunds, misleading information and course quality for training and education.

Don't sign up for a training course until you research the qualifications, providers, costs and payment options that best suit you and your career plans. Australia has a national system of accrediting vocational education and training (VET) qualifications and courses. Only registered training organisations can deliver nationally recognised qualifications and accredited courses.

Essential checks

Before committing to qualifications or courses, do these essential checks:

Check the training provider is registered

For vocational education and training, check that the training provider is allowed to offer the course in the state/territory in which they are offering the course. Make sure the training provider is a registered training organisation (RTO) and that the course you want to do is listed under the scope of training they are authorised to provide (visit <http://training.gov.au/Search/SearchOrganisation>).

If you are seeking funding from the government to support your training, check the training provider is approved to offer loans.

To apply for a VET FEE-HELP student loan to pay for the course, check the training provider is approved to offer the loans. For details go to the 'Approved VET providers' page at <https://www.studyassist.gov.au/>. Also check the requirements for loan fees, interest and paying back the loan.

Shop around

To find the course best suited for your needs, compare prices, fees, content and length of the courses and job opportunities after completing the course.

Make sure the course meets your learning, career and financial needs

Before entering into a contract, discuss your learning and career needs with the training provider or marketer:

- Ask how the course will meet what you want from the course and your career goals, and discuss any personal circumstances that might affect your ability to study.
- Ask about the total cost, including additional costs for textbooks or other course materials, and the method of payment.
- Ask about any protections offered by the RTO for amounts you pay to them, particularly if you are paying more than \$1,500 upfront.
- Ask for cooling-off periods, census dates for cancelling VET FEE-HELP loans, cancellation and refund terms and conditions to be provided in writing.

Always get copies of the paperwork you sign and the contact details of the marketer and the training provider so that you can ask further questions or cancel the course

Read the training contract carefully

Before you sign, read the training contract carefully and check your cooling-off rights, which include the cancellation and refund conditions in case you change your mind. Ask for the student handbook, which should have information about the training organisation's grievance and appeals policy or formal complaint process. If there is anything you don't understand, ask the marketer and the training provider. Also, ask to speak to someone who has done the course. You may also seek help from someone you trust or from your local community organisations.

Be wary if approached to enrol in a course

These tips will help you make informed decisions and avoid marketing pressure tactics and unscrupulous practices:

- Never sign up 'on the spot' (when someone stops you in a shopping centre or on the street, emails you, calls you up or knocks on your door). The exception is if you have done your research and are certain the course is right for you.
- Don't feel pressured by "limited time only" prices. If they want your business, they will often do you a good deal later.
- Don't be fooled by claims that a course is "free" or "Government funded". Training is not usually free. If you provide your tax file number, you could end up thousands of dollars in debt via a VET FEE-HELP student loan, and will have to repay the loan when your income reaches a certain level.
- Don't be fooled by deals, such as "free" or bonus incentives like cash, laptops or tablets, which are built into your course fees or loan. From 1 April 2015, training providers and marketers are banned from offering students incentives to sign up courses funded by VET FEE-HELP loans. For more details refer to the new VET Guidelines 2015 at <https://www.legislation.gov.au/Details/F2021C00002>.
- Don't get scammed. Only give out your personal details, including your tax file number, if you are confident you want to enrol. Be sure the person is an authorised representative of an approved training provider. Ask for identification.
- Never provide the training provider with your usernames or passwords from government agencies, such as the Department of Human Services, Centrelink or myGov.
- If you were approached and signed up on the spot, don't pay anything until the end of the cooling-off period (10 business days).
- Try contacting other training providers who may offer the same qualification for a cheaper price, and may still offer VET FEE-HELP loans.

(reference: <http://www.fairtrading.nsw.gov.au/>)

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Access and equity policy – for enrolment in training

Linked 2 employed and contracted staff are required to adhere to the principles and practices of Equity in Education and Training. Grievance procedures have been put in place to ensure any concerns during training are dealt with immediately and appropriately.

Staff and students are bound by the Anti-Discrimination Act, 1977, the Disability Services Act 1986, and the Workplace Gender Equality Act 2012. These are available free of charge at <https://www.legislation.gov.au/>.

Training services will be made available to all Students (and potential Students) regardless of race, gender, religion, age, marital status, physical or intellectual impairment, or sexual orientation. Support mechanisms are available to support the employer and Student should they be required – costs for accessing these support services may need to be borne by the user of the services and will vary depending on the type of service accessed. Linked 2 does not charge any extra fees for in-house support services. In accordance with the Sex Discrimination Act 1984, sexual harassment will not be tolerated in the workplace, or in the training environment. Professional Development of staff will be reviewed at least annually, aimed at addressing this and other discriminatory behaviours.

Student induction

Student induction will be undertaken on commencement of training and assessment for all courses and qualifications provided by Linked 2. The induction process includes detailed explanations of the following:

1. Name and contact details of Linked 2
2. Contact details for absenteeism or other issues
3. Course content and time table
4. Qualifications to be issued
5. Self-Assessment and RPL process
6. Assessment Procedures and Collection of Evidence
7. Record keeping and access to files
8. Fee details and invoicing
9. Complaints Procedures
10. Expectations of respectful behaviour

Code of practice

Linked 2 commits to observe the highest standards of fairness and professional practice as we deliver our training and assessment services and our contractual obligations.

To support this commitment, Linked 2 has in place a code of practice that makes the following promises to:

- Uphold the integrity and good reputation of the company
- Demonstrate Linked 2's commitment to its clients
- Provide accurate and relevant information at all times
- Communicate clearly and effectively at all times
- Encourage feedback without prejudice

Competence of training staff

Linked 2 endeavours to meet the requirements of the Standards for Registered Training Organisations (RTOs) 2015 (hereafter referred to as “the Standards 2015”) in the quality of its training and assessment staff. All trainers and assessors who work with and for Linked 2 have as a minimum the following:

- TAE40110 Certificate IV in Training and Education and one of the following:
 - TAELLN411 Address adult language, literacy and numeracy skills or its successor **or**
 - TAELLN401A Address adult language; and one of the following:
 - TAEASS502 Design and develop assessment tools or its successor **or**
 - TAEASS502A Design and develop assessment tools **or**
 - TAEASS502B Design and develop assessment tools.
- Hold the relevant qualification(s) to at least the level at which they will be training and assessing and/or are able to demonstrate vocational competency to at least the level being trained or assessed
- Have the relevant industry experience in the areas for which they are training and/or assessing.

Mutual recognition

Linked 2 will recognise all (certified) AQF Statements of Attainments and Certificates issued by other Registered Training Organisations within Australia as part of its recognition of prior learning process and where relevant, will grant the appropriate credit transfer for units of competency awarded under mutual recognition and adjust the Student’s training program accordingly. We commit to our clients to never make them do unnecessary learning and assessment where they are able to provide evidence and demonstrate competence.

Students rights and responsibilities

Students who enrol in Linked 2 courses have the right to:

- Study in a course that meets both the current industry standards and accreditation requirements
- Be provided with information about the assessment requirements of the course at its commencement
- Have their training outcomes assessed and be provided with regular constructive feedback on their progress
- Be treated fairly and respectfully by fellow Students and training staff
- Have programs conducted in an environment free from any form of discrimination and harassment
- Have their personal records kept private and secure, and only made available to authorised users
- Learn in a safe and supportive environment

Similarly, Students have a responsibility to:

- Manage their own learning and assessment requirements
- Complete all assessments within set time periods (as applicable)
- Treat all training staff and other students with respect and fairness
- Behave in a non-discriminatory and non-harassing manner
- Follow all health and safety procedures in the learning environment
- Not enter into the learning environment whilst under the influence of alcohol or drugs
- Advise staff of any changes to their personal details
- Advise staff if they plan to withdraw from the course

Enrolment, recruitment and selection

All courses offered by Linked 2 will be advertised and promoted via our website (www.linked2.org.au). These advertisements will clearly state the course name and any type of pre-requisites or selection criterion for enrolment. All enquiries for enrolment will be given full and equitable consideration. Where there are conditions of enrolment or pre-requisites applied to a course(s), these shall be clearly stated to the potential students.

The selection criterion for entry to the courses is based on:

- The individual's ability to complete the course (based on availability to study and LLN capability)
- Previous training and education
- Relevant work/life experience - paid or unpaid - full time, part-time, casual or voluntary
- Relevance of the course to the individual's career plans
- Prerequisites/priorities identified in the training package

Applicants who have been accepted for a course will be notified by email (unless this is not an option in which case, by telephone or post) as soon as possible about their successful enrolment and course details.

Information supplied on the enrolment form will only be available to the State Department of Education and Training and the National Commission for Vocational Education and Research and the Program Sponsor if applicable. This information is used for research, statistical analysis, program evaluation, post completion surveys and internal management purposes in accordance with our privacy policy.

Learning records

All records of assessments are stored electronically for 2 years. Linked 2 requests that all Students retain a copy of any assessments submitted for review. We will send via email (where possible) an electronic copy of marked assessments with feedback from the assessor.

A copy of the qualification and the transcript issued is kept electronically for 30 years. Please note that there is a fee of \$88.00 for re-issue of a qualification if it is lost or damaged.

Access to records is available on written request. There is a cost of \$88.00 to access records once the course has been completed and the records have been closed off.

Flexible learning

Linked 2 is committed to providing its students, where possible, with flexible learning processes. This means that Linked 2 focuses on the learning rather than the teaching to provide the best possible outcome for students. Through this means, the student will have much greater control over what, when and how they learn. Some of the flexible learning options available include:

- The scheduling of the learning sessions at a variety of times, e.g., Skype meetings outside of standard business hours
- The provision of flexible learning and assessments for those with special needs, e.g., large print or white on black electronic pages for those with compromised vision
- Self-paced learning experiences such as distance education and CDs
- A variety of assessment methods and tools
- Professional interpreters, where it has been identified that this will enhance learning outcomes

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USI – Unique Student Identifier

The Unique Student Identifier or USI is a reference number made up of 10 numbers and letters that creates a secure online record of your recognised training and qualifications gained in Australia, even from different training organisations. Your USI will give you access to your training records and transcripts which can be accessed online, anytime and anywhere; is free and easy to create and stays with you for life.

Where an exemption applies or exists, please note that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the Registrar.

Who needs a USI and why? If you are a new or continuing student undertaking nationally recognised training, you need a USI in order to receive your qualification or statement of attainment. If you don't have a USI, you will not receive your qualification or statement of attainment. Your USI will give you access to an online record of the training you have done since 1 January 2015. You will also be able to produce a comprehensive transcript of your training. This can be used when applying for a job, seeking a credit transfer or demonstrating pre-requisites when undertaking further training.

Creating a Unique Student Identifier (USI) will only take a few minutes and it is free. You only need to create a USI once and it will stay with you for life. After you create your USI, you then need to give it to each training organisation you train with when you enrol.

To create your USI please go to <https://www.usi.gov.au/students/get-a-usi>. Once you have received your email from the USI team confirming your number, add your unique 10 numbers and letters to your enrolment form.

Client support, welfare and guidance services advice

When advising a potential student on the most suitable qualification, Linked 2 takes into account the potential student's requests, the appropriate pathway to achieve the potential student's goals and the potential student's abilities. Linked 2 ensures that training in all of its Approved Qualifications is available to potential students, and potential students are enrolled in the most appropriate Approved Qualification for that potential student.

Students are able to access support and assistance during training by contacting the Linked 2 head office and making a request.

Linked 2 will endeavour to assist all Students with matters of concern. Linked 2 is committed to developing in Students a passion for lifelong learning that will enhance their existing skill set.

Accessing support and assistance during training

Linked 2 provides the following support and assistance to students during training

Support and Assistance	
Language Literacy and Numeracy	<p>As part of the enrolment process, all students will undertake a Language, Literacy and Numeracy (LLN) assessment. Where possible, trainers and assessors will make adjustments to delivery content and assessments to best meet the needs of any students requiring LLN assistance.</p> <p>Students who require reading or writing support should let the trainer know at enrolment so that additional resources can be put in place.</p>
ICT (Information and Communications Technology)	<p>Students facing difficulties accessing or using a computer should let the course co-ordinator know so that Linked 2 can arrange the loan of a laptop and/or ICT support</p>
Study skills	<p>Trainers and assessors can assist and advise students on study skills including:</p> <ul style="list-style-type: none"> • Organisational skills • Time management skills • Study techniques • Researching • Reading strategies • Note-taking • Group work
Support during and after training	<p>During studies:</p> <ul style="list-style-type: none"> • Telephone/email support • Virtual tutorials • Virtual learner support sessions <p>After training:</p> <ul style="list-style-type: none"> • Assistance with licence application process • Assistance with resume development and advice • Industry recommendations and employer introductory sessions

Cont.

Support and Assistance	
<p>Support for students experiencing disadvantage</p>	<p>Supporting students when making application to their employment service provider for additional support including:</p> <ul style="list-style-type: none"> • Phone credit • Replacement phone handset where the student's is damaged, not working or lost • Transport support (funding for fuel or public transport services) • Funding for interview attire • Funding for uniforms • Funding for Personal Protective Equipment <p>For students with specific disabilities, support <u>includes but is not limited to</u> the following examples:</p> <ul style="list-style-type: none"> • Altering the print size of text • Low vision aids • Screenreaders • Additional tutorials • LLN support • Voice to text technology <p>Aboriginal and Torres Strait Islander students</p> <ul style="list-style-type: none"> • Linked 2 consultant for Aboriginal and Torres Strait Islander students (cultural support) <p>Links to external services:</p> <ul style="list-style-type: none"> • Beyond Blue • Black Dog Institute • MensLine Australia • Lifeline Australia • Drug and Alcohol Telephone Services (NSW)
<p>Career advice and progression</p>	<ul style="list-style-type: none"> • Referrals to employers • Industry advice • Professional development • Training pathway options e.g. ongoing training for both career and industry skills

Contact details for support services within Linked 2

Area	Contact Person		Support Requirements
Academic	Relevant course trainer		Course content, unit content, delivery methods, assessment methods, re-assessment attempts
Academic	Course Co-ordinator	Warwick Brown	The overall course, course timetable, VET regulations, study challenges, licensing requirements, eligibility, decisions to defer or discontinue training, academic progression
Administrative	Student Services	Hillary Jorey-Hughes	Enrolment, complaints processes, change to personal details, certificate/statement reprints
Administrative	Consumer Protection Officer	Hillary Jorey-Hughes	Complaints or grievances
Financial	Financial Officer	Justin Wilson	Fees payable, refunds, invoices, receipts
Personal	Student Support	Murray Hipwell (consultant for Aboriginal and Torres Strait Islander students) Phillip Stephenson	Additional support for students experiencing disadvantage including people with a disability, Aboriginal or Torres Strait Islander people, and long term unemployed individuals Counselling (depression, substance issues, addiction issues, relationship issues) Harassment and discrimination issues Study adjustments because of disability and/or accessibility issues

The following contacts are provided for support of students:

Australian Tax Office

<https://www.ato.gov.au/>

Australian Apprenticeship Pathways

<https://www.aapathways.com.au/>

Australian Fair Work Commission

<https://www.fwc.gov.au/>

Australian Human Rights Commission

<https://humanrights.gov.au/>

Office of the Australian Information Commissioner

<https://www.oaic.gov.au/>

Department of Education, Skills and Employment

<https://www.dese.gov.au/skills-and-training>

If you would like more information about any additional support services, please contact the Linked 2 office.

Additional support offered by Linked 2 to students who experience disadvantage

Linked offers supports for the additional needs of students who experience disadvantage. These students may include people with a disability, Aboriginal or Torres Strait Islander people and individuals who are long term unemployed.

Additional support may include:

- Reasonable adjustments to accommodate the specific needs of the student
- Referring the student to the relevant provider for LLN or Foundation Skills training
 - LLN: Reading Writing Hotline (<https://www.readingwritinghotline.edu.au/>)
 - Foundation Skills: <https://www.dese.gov.au/foundation-skills-your-future-program/foundation-skills-service-providers>
- Additional time to complete assessments where possible
- Assisting the student as much as possible to remain engaged in their training to minimise absences, drop outs and discontinuance
- Cultural support for Aboriginal and Torres Strait Islander students

Additional need for support is identified by Linked 2 on an individual basis and use Loadings funding, and other relevant funding sources, to offer additional support to these students.

Students requiring additional support should contact the Linked 2 head office.

Compliance

Linked 2 is solely responsible for issuing Qualifications or Statements of Attainment to graduates of our programs. Qualifications or Statements of Attainment will be issued to you within 30 days of submission of final and complete assessment documentation demonstrating that you have met all of the requirements of the relevant training program. This also assumes that all fees have been paid to Linked 2. No qualification will be issued unless all fees are paid in full.

We commit to working with our students to support successful outcomes, however we reiterate that enrolling in a course of study with us does not in any way guarantee successful completion of that course, nor can we guarantee the issue of any occupational licensing that may be linked with the attainment of a qualification.

In the unlikely event of Linked 2 not being able to continue training or assessing, for any reason, we will institute a process of transfer from our RTO to another. If that is not feasible, a Statement of Attainment for completed work will be issued and you will be referred (along with all records of work completed to date) to the relevant department within ASQA. ASQA supports students through effective regulation of the vocational education and training industry. ASQA also accepts information from students about problems with training providers and, in some cases, can reissue student records. For more information, please visit <https://www.asqa.gov.au/students/complaints>.

Fees and refunds

Fee-for-service

Where Students are required to pay course fees this fee must be paid prior to the commencement of the course. All Students will be issued with a receipt for fees paid. All fees paid in advance will be entered into the Linked 2 financial management system and marked under a section defined as fees paid in advance.

Linked 2 does not collect more than \$1500.00 in advance.

Fee-free training under the Skilling for Recovery (Smart and Skilled) initiative

Under the Skilling for Recovery Initiative, students who meet the eligibility criteria will also be eligible for fee-free training (full and part qualifications). For eligibility requirements, please see:

https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/2021_22/fee_administration_policy_21_22.pdf.

Refund guidelines

Administration (or enrolment) fees are not tuition charges and are non-refundable.

Should a Student be eligible for a refund it will be paid in accordance to the terms set out in the refund policy as follows:

Circumstances	Refunds
Course fee is overpaid	Full refund of overpaid amount
Linked 2 cancels course	Full refund of fees paid or credit of fees and reallocation to another course
Enrolment application is refused	Full refund of fees paid
The Student is found to be eligible for a fee exemption and provides documented evidence of this	Full refund of fees paid
Withdrawal from course more than 7 days ahead of the scheduled commencement date	Full refund of fees paid
Withdrawal from course less than 7 days of the scheduled commencement date	Refund of 75% of fees paid
Withdrawal once a course is commenced	No refund (a Statement of Attainment is issued for completed work)
Course commenced and student issued with training materials but does not submit assessments, and withdraws from course	No refund
Course is not completed within designated and agreed time frame	No refund
Dismissal from the course as a result of ongoing and proven plagiarism	No refund
Where Student would be seriously disadvantaged if refund not granted**	By negotiation with CEO – refund of up to the full tuition fee and any other fees and charges paid by or on behalf of the Student
Where Recognition of Prior Learning has been conducted and resulted in a reduction in the number of scheduled training hours.	Refund to the value of the difference between the published/quoted tuition fee and RPL Fee

The following examples are indicative of **appropriate circumstances for granting a refund:

- Extended hospitalisation or illness (two-week period minimum) supported by a medical certificate and resulting in extended absence from training
- Childbirth
- Death of a significant other or close family member

The following examples where a refund is **not likely to be granted:

- Job change
- Change in work hours
- Inconvenience of travel to class
- Moving interstate
- Retrenchment

Assessments

Accredited training undertaken through Linked 2 is competency based. The competencies and assessment for all courses are clearly stated by the facilitator at the beginning of the course. All Linked 2 trainers/assessors are bound by a code of practice to ensure assessments are valid, reliable, flexible and fair. The trainer/assessor will seek evidence to confirm achievement of the stated competencies in all courses and more than one unit of competency may be assessed at any given time. Both the Student and the trainer/assessor must be present for all planned assessment tasks, to be executed during the scheduled days of training.

Turnaround time for marking assessment tasks and providing feedback is usually 5 – 10 business days.

After successful completion of the course, you will receive a certificate or statement of attainment for the appropriate units for the course. Turnaround time for issue of qualifications is usually 10 business days.

It is the trainer/assessor's responsibility to ensure all Students receive the full scope of information, knowledge and tests required to complete their course successfully. The following types of assessment methods maybe utilised by Linked 2 assessors:

- Presentation or demonstration of skills applied in a workplace
- Written short or long answer questions
- Workplace or simulated activities
- Project assignments
- Verbal questioning
- True or false quizzes or Crosswords
- Role plays

Undergoing assessments should not be a stressful activity. They are conducted in a relaxed and friendly atmosphere. Please do not regard any assessment as an examination. Linked 2's trainer/assessors simply need to know which competencies have been mastered, and which competencies require further practice and the trainer/assessor will be flexible in the assessment methods used. Your role is to provide evidence that you can safely and consistently perform the tasks being assessed and that you know how and why you perform those tasks in a particular way.

Distance education assessments

At the end of each individual or cluster of units of competency (subjects), you will be required to submit to Linked 2 your assessment task(s). This will typically consist of a series of written assessments and practical, work based projects or exercises. These assessment tasks will be reviewed by the assigned assessor and returned with written feedback on current progress.

In a situation where the Student has been deemed 'Not Yet Competent' the assessor will supply feedback and guidance on what needs to be done to achieve competency in the module and advise in writing what and when to resubmit the assessment task(s). This may take the form of written or verbal questioning or feedback. If a Student is unsatisfied with the result of either the initial assessment or re-assessment, there is an assessment appeals process to follow.

Access and equity in assessment

All reasonable steps will be taken to ensure each Student has an equal opportunity to undertake the assessments. Each Student is treated equally regardless of race, gender, marital status, age or sexual preference. If there are any aspects of the assessment that are unclear, please speak to the trainer/assessor. If you have a physical or psychological impairment, please let us know as early as possible so we can make reasonable adjustments to relevant assessment processes.

Reasonable Adjustment

What is reasonable adjustment? Reasonable adjustment is a term in VET that refers to a measure or action taken by an education provider to enable students experiencing disadvantage to participate in education and training on the same basis as learners not experience disadvantage.

Students with any of the following issues could expect reasonable adjustment to occur and should speak to their trainers and assessors regarding any changes they feel they need:

- Physical disabilities
- Limits to language, literacy and numeracy skills
- Limited communication skills
- Limited learning strategies
- Requiring cultural support (ATSI students)
- Long term unemployed and/or students returning to a formal learning environment after a long period of time

Reasonable adjustments may include the use of special equipment, extension of timeline, or somehow modifying the way we work with you to help you to demonstrate competency.

Reasonable adjustment in practice could include:

Adjustments	Examples
<ul style="list-style-type: none">• Modification to delivery methods, delivery tools, teaching methodologies, presentation medium, assessment tasks (e.g. alternative tasks) and learner support	<ul style="list-style-type: none">• Substitute alternative tasks where existing tasks cannot be completed by a student• Visual, oral, print, demonstration and practical presentation mediums• Using technology such as voice-activated software, screen readers, voice to text functions• Audio-visual aids• Using specific physical aids, furniture, height adjustable desks• Extending or altering timeframes for teaching, learning and assessment
<ul style="list-style-type: none">• Provision of student support and adjustment options prior to enrolment	<ul style="list-style-type: none">• Providing learning materials ahead of time so that students can familiarise themselves with the material before the formal learning session
<ul style="list-style-type: none">• Accessible learning materials	<ul style="list-style-type: none">• Providing learning materials, texts and handouts in an electronic format for greater accessibility• Providing enlarged reading materials• Providing Braille translations

All adjustments made should be continually monitored during the student's engagement to ensure their needs are being met at all junctures.

Assessment feedback

All assessment tasks undertaken will be reviewed by qualified and experienced assessors and feedback will be given on the outcomes. This feedback will be a constructive discussion and if the Student is found to be “Not Yet Competent” the assessor will explain why, and what is required to achieve competency. Turnaround time for marking assessment tasks and providing feedback is usually 5 business days.

Special note regarding outcomes of assessment

Please note that enrolment in a course with Linked 2 does not in any way guarantee the outcome will automatically be the issue of a Qualification or Statement of Attainment. Students must earn the right to these documents by providing adequate, current and valid evidence of competence. If you are not able to do this, we are not obliged to issue you with a qualification. We will work with you to achieve a successful outcome however; we will not promise that everyone will always be successful every time.

Changes to agreed services

Should there be a change in the Training Package or the applicable legislation that may affect the training program in which you have enrolled, for example, a training package is updated after you have enrolled, Linked 2 will make every effort to transition you to the new program so that you graduate with the latest qualification.

Plagiarism

Plagiarism occurs when a writer duplicates another writer's language or ideas and then calls the work his or her own. Copyright laws protect writers' words as their legal property. Students should always submit evidence of competency that has been created by the Student themselves, or which is properly referenced. Plagiarism is not accepted by Linked 2 and where plagiarism is detected, Linked 2 will assess the evidence provided as Not Yet Competent and counsel the Student on the requirements of Students to submit their own evidence. Continued plagiarism will result in removal from the course without refund.

Language, literacy and numeracy (LLN)

It is a requirement under the Australian Skills Quality Authority (our federal govt. regulatory body) that Linked 2 ensures the training delivered on their behalf is targeted appropriately to the people participating. You will be asked to complete an enrolment form that addresses your language, literacy and numeracy skills and you may also be asked to complete additional tasks to help us to determine what type or level of learning support will best suit your individual needs. If you know you need assistance, please let us know early on so that Linked 2 can help with this process. All LLN issues are treated with understanding, discretion and confidentiality. You come to us to learn, so please allow us the opportunity to make your learning a positive experience.

Assessment appeals

An appeals and reassessment process is a major part of the process involved leading to either a nationally recognised Qualification or Statement of Attainment. Linked 2 has an impartial appeals process available for all Students. If a Student wishes to appeal their assessment result, they must first discuss the situation with the trainer/assessor. If the Student is not satisfied with those discussions and would like to proceed further, or if the Student does not wish to approach the trainer/assessor, then a formal request in writing outlining the reason(s) for the appeal must be made to the CEO.

There must be reasonable grounds for the appeal, for example

- Unclear or inaccurate instructions by the assessor
- The assessor showed bias or the Student was treated unfairly
- The Student was ill (and provides a medical certificate) during the period of assessment

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The Appeal will be recorded in the Appeals register and Linked 2 will activate the Appeals Process. Re-assessment under appeal will be undertaken within five days of the appeal being received. Every effort is made to settle the appeal to both the student's and Linked 2's satisfaction. The Student making the appeal must show respect for the process and make themselves available at reasonable times for re-assessment if that is deemed necessary.

If the appeal is proven and a reassessment is required, Linked 2 will organise a date and time for the reassessment with another independent assessor. The results of the reassessment will be supplied to the CEO who will supply this information to the student in writing. The results of the reassessment will be final. Throughout the entire appeal process, the student can request that their appeal be heard by an independent person. The student has an opportunity at any stage to formally present their case. The student will be provided with a written statement of the appeal outcomes, including reasons for the decision. Should the outcome of the appeal not be acceptable to the student, they will be informed, in writing, of the opportunity to lodge a complaint the relevant State Training Authority.

Recognition of Prior Learning (RPL) and Credit Transfer

Recognition of Prior Learning

Recognition of Prior Learning is an acknowledgement of a person's current skills and knowledge obtained through formal training, work experience and life experience. RPL is not an examination; it is an opportunity for the demonstration of competency. If you consider you are already competent in specific units of competency from your chosen course you may be granted an exemption if:

- Your prior learning and experience is relevant to this course
- You are able to supply proof of subject-relevant formal training (conducted by industry or educational institutions in Australia), or work experience
- You can submit authenticated (or certified copies of) documents or samples of work demonstrating relevance and currency
- You participate in an interview to ascertain current skills and knowledge

Linked 2's recognition process aligns with the NSW Recognition Framework.

Recognition of Prior Learning for Apprenticeships and Traineeships comply with all applicable laws, including the *Apprenticeship and Traineeship Act 2001*.

Students who wish to apply for RPL are supplied with an RPL kit suitable for the qualification or units of competency in which they are seeking recognition.

Stages of Recognition

- Establish the context
 - The assessor establishes the industry in which the student works
 - The level of qualification or units of competency relevant to the student
 - The location of the student's training (workplace, training provider's premises)
 - The level of support from their employer.
- Provide information
 - The student is informed about the process of recognition
 - The information given to the student from the assessor is tailored to suit the candidate and their context
- Gather evidence
 - The assessor and student agrees on the forms of evidence in the assessment process
 - The student's evidence must be relevant, sufficient, current and authentic
- Assess the evidence
 - The assessor reviews the student's evidence and documents their assessment of the evidence.
 - Evidence is measured against the standards of performance required using Linked 2's assessment process and tools
- Make an assessment decision
 - The assessor makes a decision on the student's competence and informs the student
 - This process involves interviewing the student (face-to-face, telephone, video link) to provide and receive feedback
 - The process ensures that the assessor gives the student appropriate feedback as well as the student having the opportunity to provide feedback to the assessor on the assessment process
- Issue credentials or plan the next step
 - The assessor issues the candidate with credentials or helps them to decide the next step, which may include gap training to complete a qualification, advice about the next level of qualification available, career advice for the newly qualified, or developing an action plan for the candidate to become competent
 - The assessor asks the student to provide feedback to Linked 2 on the recognition process as part of Linked 2's continuous improvement process.

Record keeping obligation:

Linked 2 maintains records for all subsidised training and for all enrolled students as evidence of Recognition of Prior Learning. Evidence includes but is not limited to:

- Certified copies of issued credentials
- Observation of workplace performance, demonstration and simulation
- Third party evidence e.g. reports from workplace supervisors, references from past and/or present employers, testimonials from clients
- Challenge tests on elements
- Work samples collected and/or documented
- Outcomes of specific qualifications, part qualifications or accredited courses delivered

Credit Transfer

Linked 2 complies with the VET Regulator's guidelines in connection with granting Credit Transfer.

- Linked 2 recognises AQF Qualifications and Statements of Attainment issued by another Registered Training Organisation.
- A student can request to have an existing AQF qualification recognised for the purpose of Credit Transfer (CT). Information on CT of qualifications from another RTO are detailed in the Student Handbook and discussed during the enrolment process.
- An original or certified copy of the qualification or statement of attainment must be provided by the student and verified by Linked 2. A list of people who can certify copies is listed on the ASQA website.
- A certified copy of the Qualification or Statement of Attainment will be retained by Linked 2 on the student's file and noted in the student management system
- The CEO will ensure that the qualification provided by the student is current and sufficient for the purpose of recognition. The learning outcomes of the existing qualification will be reviewed to ensure the qualification is aligned to, and meets Training Package guidelines, for the purpose of RPL.
- The CEO will check the issuing RTO and qualification on the National Register (www.training.gov.au) website to verify authenticity. The issuing RTO may be contacted to verify the authenticity of the qualification (qualification or statement of attainment number). Signed, written authority will be required by the student to release this information.
- Completion of the above process ensures authenticity of the Qualification or Statement of Attainment.

Record keeping obligation:

When granting Credit Transfer, Linked 2 will obtain and keep all the evidence used to establish Credit Transfer. This includes a certified copy of the student's Statement of Attainment or transcript.

To apply for RPL you will be required to complete the [Recognition of Prior Learning \(RPL\) and Credit Transfer application](#).

Cost of recognition

The initial consultation is free; a non-refundable administration fee will be charged for our RPL kit, which also includes assessment of your portfolio of evidence. The non-refundable administration fee will vary according to the qualification being sought through RPL and the non-refundable administration fee shall not exceed the full course cost. If you make a claim for RPL please bear in mind that you may not be granted any exemptions; you may be granted exemptions for some Units of Competency; or you may be granted exemptions for all Units of Competency.

For students funded under NSW Smart and Skilled

Where you are granted RPL for one or more units of competency, the qualification price is adjusted and a new student fee is determined.

For further information about RPL and your student fee, please speak with your Linked 2 Course Co-ordinator.

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Deferring or Discontinuing Training

A student seeking to withdraw from a course/unit must complete the Withdrawal form and return it to the CEO. The student will meet face to face with the CEO to discuss their request unless circumstances dictate otherwise.

- Students seeking a withdrawal must complete the withdrawal form and return it to the CEO
- A copy of the application will be placed on the student's file
- The CEO will meet with the student (where relevant and possible) to discuss any outstanding issues (e.g. return of course materials, equipment, outstanding fees, etc.)
- Confirmation of the withdrawal will be advised to the student in writing from the CEO within 15 working days and a copy placed on the student's file
- Fees shall be refunded in accordance with the Refund policy and procedure
- Refunds may take 2-3 weeks to process
- If applicable, a Statement of Attainment will be issued to the student for any units of competency successfully completed. These will be sent out within 30 days of formal withdrawal.

For training funded under NSW Smart and Skilled

Funded students who wish to defer, discontinue their training, or transfer to another provider should complete the [Deferring or Discontinuing Training – Application Form](#).

Deferment of Enrolment

If an enrolled student indicates that they wish to defer subsidised training in an Approved Qualification, Linked 2 will make every effort to assist enrolled students to continue training where possible.

- Students wishing to defer their enrolment are requested to notify Linked 2 in writing and provide a medical certificate explaining why the student's medical condition prohibits the student from continuing with the training
- Linked 2, in collaboration with the student (and their medical provider if appropriate) discusses, determines and implements processes to support the student to continue their training where possible e.g.
 - Flexible timeframes for delivery of training and assessment
 - Flexible methods of delivery of training and assessment
 - Greater levels of assistance and support provided by Linked 2 – e.g. one-on-one sessions with the trainer, LLN support etc.

Should the student still wish to defer:

- Linked 2 will notify the student in writing of the outcome of their deferment application within three business days of receipt of deferment request.
- Advise the student of the fee implication of deferring their studies (where relevant)
- Confirmed with the student that if they do not recommence subsidised training within a 6 month period of deferral they are considered to have discontinued their studies
- Deferments are permitted for no more than six months
- Linked 2 submits the relevant Training Activity Data and updates:
 - The end dates for any Unit of Competency for which a UoC Outcome Code of 70 has been reported; and
 - The start date and end date for any Unit of Competency which has not been commenced
- Linked 2 will keep records of all requests for and notices of deferral, along with evidence of all deferrals made.

Discontinuing Students

The follow steps will be taken:

- Linked 2 will ascertain if the reason for discontinuing relates to the performance of Linked 2 including in respect of the delivery of Subsidised Training
- If this is the case, Linked 2 will ensure that reasonable efforts are made to address concerns of the enrolled student related to the delivery and assessment of training.
- If the enrolled student proceeds to discontinue their training, Linked 2 will
 - Obtain, where possible, formal notification from the enrolled student of the date the training will end
 - Comply with the Fee Administration Policy including with respect to the refund of any applicable fee
 - Issue the enrolled student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of notification of the discontinuance
 - Update the Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
 - Provide the updated Training Plan to the Enrolled Student
 - Return results of any outstanding completed training activities and/or assessments to the Enrolled Student
 - For Apprentices or Trainees, notify the local Training Services NSW Regional Office within 14 days of notification of the discontinuation of training
 - Submit Training Activity Data to finalise the record and, if eligible, receive any further payments or subsidies and loadings.
- Linked 2 will keep records of all requests for and notices of discontinuation, along with evidence of all discontinuations made including evidence that Linked 2 fulfilled its obligations according to the Smart and Skilled Operating Guidelines

Transferring students

Transfer in

A student transferring in to Linked 2 will be treated as a new student and Linked 2 will carry out the Notification of Enrolment Process.

Linked 2 may contact the NSW Education Department to determine the fee (as described in the Fee Administration Policy)

If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract as part of the transfer in process.

Transfer out

If an enrolled student is to be transferred out, Linked 2 will provide advice to the enrolled student as soon as practically possible. Linked 2 will keep records of all requests for and notices of discontinuation, along with evidence of all discontinuations made including evidence that Linked 2 fulfilled its obligations according to the Smart and Skilled Operating Guidelines.

<i>Student elects to transfer out</i>	<i>Student is transferred out in the event that Linked 2's Smart and Skilled Contract is terminated or suspended</i>
Where the enrolled student elects to transfer out, the advice to the enrolled student and actions of Linked 2 will include:	In the event that Linked 2's Smart and Skilled Contract is terminated or suspended, the transfer out process will be commenced prior to the termination of the contract and/or ending the delivery of subsidised training to the relevant enrolled student.
<ul style="list-style-type: none"> • Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy) 	<ul style="list-style-type: none"> • The date of forthcoming termination of the contract or of ending the delivery of subsidised training
<ul style="list-style-type: none"> • Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date 	<ul style="list-style-type: none"> • Options for continuing training, which may include: <ul style="list-style-type: none"> ○ Referring the enrolled student to the Smart and Skilled website to identify an alternative RTO who can provide subsidised training ○ Referring the enrolled student to the local Training Services NSW Regional Office for assistance ○ The enrolled student opting to remain with Linked 2 and continue training on a "fee for service" basis (i.e. without the benefit of subsidies) ○ Linked 2 suggesting an alternative provider
<ul style="list-style-type: none"> • Issuing a current Statement of Fees and Receipt of Payments 	<ul style="list-style-type: none"> • Fee arrangements for transferring enrolled students (in accordance with the Fee Administration Policy)
<ul style="list-style-type: none"> • Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced 	<ul style="list-style-type: none"> • Issuing a Statement of Attainment/Qualification credentials reflective of the student's actual training and assessment progress to date
<ul style="list-style-type: none"> • Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy 	<ul style="list-style-type: none"> • Issuing a current Statement of Fees and Receipt of Payments
<ul style="list-style-type: none"> • Return results of any outstanding completed training activities and/or assessments to the enrolled student 	<ul style="list-style-type: none"> • Issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
<ul style="list-style-type: none"> • Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings 	<ul style="list-style-type: none"> • Ensure all current enrolled students in training receive any refunds owed in accordance with the Fee Administration Policy
<ul style="list-style-type: none"> • If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract 	<ul style="list-style-type: none"> • Return results of any outstanding completed training activities and/or assessments to the enrolled student
	<ul style="list-style-type: none"> • Submit Training Activity Data to finalise the record and, if eligible, receive any further payments of subsidies and loadings
	<ul style="list-style-type: none"> • If the enrolled student is an Apprentice or Trainee, Linked 2 will follow the process required for the change of RTO named on the Training Contract

Emergencies

If there is a fire on the premises where you are in training, you must follow the procedures below:

SIGNAL: Tell the staff there is a fire. The staff will call 000 if it is safe to do so and provide details:

- Name and address
- Location of fire
- What is burning
- Staff person's name

If staff are injured and unable to call and it is safe for you to do so, you should call 000 - providing the above details.

Evacuation procedures

Upon the direction of the staff:

- Ensure no-one enters the burning area
- Evacuate all walking people first, wheel-chaired people second, then staff
- Check all toilets and rooms, if it is safe to do so
- Everyone meet at a location designated on the wall chart displayed
- Take a roll call
- Meet the fire brigade when they arrive on site

You are required to follow any instructions given to you by the staff in the case of emergency.

Respectful behaviour in face to face courses

Attendance

You are required to attend any face-to-face courses every day as scheduled. You are also required to be on time for all classes and return from lunch and be ready to start as expected. Should you be absent due to illness, you will need to present a doctor's certificate the day you return. Prior consent for special absence due to extenuating circumstances may be granted. You should notify Linked 2 immediately in this case.

Presentation

You are entering a professional area. As such, you are required to present yourself in a suitable manner at all times. E.g., thongs, singlets and short shorts are not considered as appropriate workplace dress. A well-groomed appearance, neatly presented clothing and footwear appropriate to the workplace is expected during all courses.

Behaviour

It is important you are aware that certain types of behaviour will not be tolerated. You will not discriminate against any person because of their race, gender, sexual preference, background or religion. You are expected to be considerate and respectful of your trainers and other people with whom you come in contact and will make an effort to foster co-operative and supportive relationships with your colleagues.

Mobile Phones

Please switch off your mobile phone while in Linked 2's training rooms. If you need to have your phone active, please inform your trainer prior to the commencement of the day's classes and switch it to a silent/vibrate mode. Please do not answer it while inside the training room. This is very disrespectful to both the trainer and your colleagues. Leave the room quietly before answering.

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Cleanliness of training rooms

As with any workplace, there is an expectation that you will clear up after yourself and wash up your own cups, etc. It is expected that you will contribute to the overall clean up of the training rooms at the end of each session and place any rubbish into the bins provided.

Smoking

Linked 2 is a smoke free learning environment. As such, you are not permitted to smoke inside the buildings. You are permitted to smoke outside the buildings unless the training is being conducted in a designated smoke free site.

Disciplinary process

Disciplinary requirements occur when the behaviour of a Student is deemed as unsatisfactory by an individual or group within the learning environment. If your behaviour is considered to be disruptive or offensive, and to compromise the safety and comfort of other learners, disciplinary action will be taken. During the process whenever counselling occurs the counselling is to include an identification of what the problem behaviour is; how the behaviour does not meet the guidelines as specified, and what is expected in the way of corrective behaviour.

The Disciplinary process has three steps. These are as follows:

1. Where there is any breach in the expected behaviour of Students (as per the guidelines in this handbook) the Student will be firstly counselled by the Trainer for that program.
2. If the unsatisfactory behaviour continues, the Student will be referred to the CEO (or a designated supervisory person).
3. If the unsatisfactory behaviour continues then the Student will be considered for removal from the program.

Privacy legislation

In accordance with the Privacy Amendment (Private Sector) Act 2000, Linked 2 is committed to protecting your privacy and your personal information.

It is necessary for Linked 2 to collect personal information about you and does so by getting you to complete an Enrolment Form at your induction. State-based education departments, NCVET and Linked 2 will use the information gathered for statistical and reporting purposes. It may also be used to claim State and/or Commonwealth Government funding for your training. We will not disclose, sell or pass on your personal details in any way other than the purposes stated without your consent. If at any stage your personal details change throughout the course of your training, please inform your trainer/assessor so that your details can be amended.

You have the right to access the personal information recorded at any time and provide any necessary corrections. Please discuss this your trainer/assessor.

Privacy policy and procedure

Information given to students

The Australian Government Department of Education, Skills and Employment's VET Data Policy, Part B, Clause 7.2: states:

Where personal information is collected from a student, RTOs must make students aware of the purposes for which their information may be collected, used or disclosed. RTOs must give the student a copy of the Privacy Notice at Schedule 1 of this Policy. This can be achieved by including the 'Privacy Notice' during the student's enrolment process.

Linked 2 includes this Privacy Notice at the time of enrolment, as part of the enrolment form.

Types of information we collect

Linked 2 collects personal information about individuals including students, employees, contractors, job applicants and other people with whom Linked 2 or a third party has contact with in connection with Linked 2's activities.

Information is collected for enrolment or employment purposes.

The personal information which Linked 2 collects and holds generally includes:

- Full name
- Contact details (such as address, phone number, email)
- Emergency contact details
- Employment details
- Educational background (such as academic record)
- Demographic Information (e.g. date of birth, gender)
- Course progress and achievement information
- Financial billing information (e.g. credit card information, bank details)

Clients and potential students do not have to provide Linked 2 with their personal information, however, Linked 2 is not obliged to enrol students or deal with clients in these cases.

Linked 2 may also collect and hold sensitive information. Sensitive information includes:

- Identity details (such as passport number, nationality, visa status, social welfare benefit, employment status, income statement, racial or ethnic origin, health information, disability, special needs, employment report, and Language Literacy and Numeracy level, etc.)
- Unique Student Identifier (USI)
- Employee details and HR information (such as a report provided by employer, job network, a medical professional or references from other than Linked 2)
- Complaint information
- Disability status and other individual needs
- Indigenous status
- Background checks (such as National Criminal Checks or Working with Children checks)
- Copies of security licences and clearances

Collection and Storage

Method of collection

Linked 2 collects personal information provided directly, in person, over the phone, by email, or via its website. Linked 2 may also collect personal information from publicly available sources or third parties (including social media and via the use of cookies on its website). For example, clients might consent to being on marketing list and this list might be obtained by Linked 2.

Documentation used to collect personal information – students

- Enrolment forms
- Application forms
- RPL/Credit Transfer documentation
- Assessment tasks
- Training plans

Linked 2 will only collect personal information by lawful and fair means, and when possible Linked 2 will always collect personal information from students or clients directly. If it is not reasonable or practicable to collect it directly from clients or students, Linked 2 will take steps to make students or clients aware that their information has been collected.

Storage

Personal information is stored in either an electronic or hardcopy format. Hardcopy information is stored in a locked filing cabinet.

Information kept electronically is stored on our secure cloud-based server, which includes our email system.

Security

- Access to the locked filing cabinet is only provided to the Executive Manager and approved Administration staff.
- The cloud-based server is password protected and access to certain files are restricted to key personnel.
- Access to the cloud-based server is revoked upon a Linked 2 staff member ceasing to work at Linked 2.
- Access to the accounting system is held by the Accounts Department only.

Linked 2 will take commercially reasonable steps to protect the personal information Linked 2 holds from misuse, interference (including computer attack) and loss, from unauthorised access, and from modification or disclosure.

Use of information

Linked 2 will use student and client information as they would reasonably expect. Linked 2 only collects personal information about students or clients when that information is necessary for any of the following purposes:

- Providing services to clients e.g.
 - Enrolling students into a qualification
 - Process RPL and Credit Transfer applications
 - Processing payments for courses
 - Entering and managing student training and assessment data (student progress, assessment results, certification)
- Government and Regulatory reporting requirements
- Promoting products and services
- Conducting internal business functions and activities
- Requirements of stakeholders

If Linked 2 also obtains client or student information that is considered sensitive, it will only use that sensitive information for the purposes listed above; or other directly related purposes; or purposes to which the student or client otherwise consents to.

Marketing

Personal information of potential, current or past students is only used for direct marketing purposes where consent has been given by the individual. Direct marketing is done by Linked 2 only. Individuals can opt out of direct marketing at any point.

Disclosure of personal information

Information will not be disclosed to a third party without written consent of the student. Students are able to access their files and information on request. Request for copies, or details, of student records must be in writing to Linked 2. The Privacy Act is adhered to throughout this process.

As a supplier to government registered training organisation (Linked 2) clients, regulated by the ASQA, Linked 2 is required, by law, to collect, hold, use and disclose a wide range of personal and sensitive information on clients and their participants enrolled in nationally recognised training programs.

This means that any personal information students or clients provide to Linked 2 may be disclosed, if appropriate, to the relevant government departments and other service providers. Linked 2 expects these service providers to also look after student and client information carefully. Linked 2 will only disclose student and client personal information for the purposes for which it was initially collected, and other directly related purposes to which the student or client otherwise consents.

Other than as stated above, Linked 2 will not share student and client personal information. However, it is possible, though unlikely, that Linked 2 might be forced to disclose personal information in response to legal process or when Linked 2 believes, in good faith, that the law requires it, for example, in response to a court order, subpoena or a law enforcement agency request.

Anonymity and Pseudonymity

When it is not impracticable or unlawful, students or clients are welcome to interact with Linked 2 without identifying themselves, or by using a pseudonym. For example, complaints can be made anonymously.

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Access and Correction

Linked 2 will, on request, will provide students or clients with access to their personal information. Linked 2 will notify students or clients of the basis for any denial of access to their personal information. To request access to their personal information or, if they wish to update or correct their personal information, clients or students are advised to contact Linked 2.

That Linked 2 take steps that are reasonable in the circumstances to ensure that student and client personal information is accurate, complete and up to date. To assist in this, students and clients are asked to advise Linked 2 of any changes to their personal information to help Linked 2 maintain accurate, complete and up-to-date information.

Destruction of personal information

If Linked 2 no longer needs student and client information, Linked 2 will take reasonable steps to destroy or de-identify it (unless Linked 2 is required to retain it by law or a court/tribunal order).

Hardcopy information is shredded securely using professional shredding services (destruction bin and/or incineration).

Electronic information is securely deleted.

Complaints

If students or clients wish to make a complaint about a breach of Linked 2's privacy policy or the Australian Privacy Principles, students or clients can contact Linked 2. They will need to provide Linked 2 with sufficient details regarding their complaint as well as any supporting evidence and/or information. Linked 2 will investigate the issue and determine what steps are to be undertaken to resolve the complaint.

If students or clients are not satisfied with Linked 2's determination, they can contact Linked 2 to discuss their concerns or complain to the Office of the Australian Information Commissioner (OAIC) via <https://www.oaic.gov.au/privacy/privacy-complaints>.

Complaints and Appeals procedure

A complaint or appeal relates to any type of concern or problem pertaining to your work or course being undertaken which may be raised by either a member of staff or a Student.

Linked 2 will strive to establish a consistent atmosphere of trust and openness with students so that any type of complaint is dealt with in a timely, constructive and effective manner. All complaints and appeals are considered serious and an investigation of the complaint or appeal will commence within 24 hours receiving the said complaint or appeal.

All students making any form of complaint or appeal have the right to have an independent person or panel to act on their behalf or hear their complaint or appeal at any time or even to support them whilst the complaint or appeal is being resolved.

All students have the right to formally present their complaint or appeal. All complaints or appeals will be recorded in writing and the outcomes will be communicated back in writing explaining the outcome.

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The steps in the complaints and appeals process are:

(A) LOCAL LEVEL RESOLUTION

Any Student with a complaint or appeal is firstly encouraged to raise the matter directly with the other party concerned. A meeting should be requested, by the student, at which time the matter in dispute can be raised and a resolution sought. In other words, talk directly to the person you have a problem with, and try to sort the problem out between you.

(B) RESOLUTION BY TRAINER/ASSESSOR

Should the matter remain unresolved following (a) or should (a) be considered inappropriate, the Student is encouraged to contact their trainer/assessor, who will help to sort out a solution. This may be by means of a mediated discussion or by talking individually with each person involved in the dispute.

(C) RESOLUTION BY THE CEO

Should the matter remain unresolved following (b), or should (b) be considered inappropriate, the Student is encouraged to contact the CEO who will investigate the matter. The CEO will ask you to put your concerns in writing and will review and help to your concerns and will give you a written response to your complaint explaining the outcome including the reason for the decision.

(D) RESOLUTION BY ARBITRATION

Should the matter remain unresolved following (c), the CEO will appoint an independent arbiter or panel to review the dispute and suggest an amicable solution, consistent with the Linked 2 Procedure Manual.

If the individual is still not satisfied they may escalate their complaint directly to the relevant Consumer Protection Agency for investigation:

NSW Office of Fair Trading
13 32 20
www.fairtrading.nsw.gov.au

Smart & Skilled Subsidised Students

Smart & Skilled Subsidised Students can also contact the Smart and Skilled customer support centre to seek assistance, ask for advice, make a complaint or provide feedback.

<https://smartandskilled.nsw.gov.au/for-students/consumer-protection-for-students>

13 28 11 or 1300 77 21 04

smartandskilled.enquiries@det.nsw.edu.au

Or in person at a Training Services NSW centre (<https://education.nsw.gov.au/skills-nsw/contact-us>)

Alternatively, a complaint may also be lodged with the ASQA complaints handling service for complaints against RTOs:

Australian Skills Quality Authority
www.asqa.gov.au
Phone: 1300 701 801

Contacts

Linked 2 Consumer Protection Officer

Hillary Jorey-Hughes
02 8000 9175
info@linked2.org.au

Contact Training Services NSW

Online: https://www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html

Phone: 1300 772 104

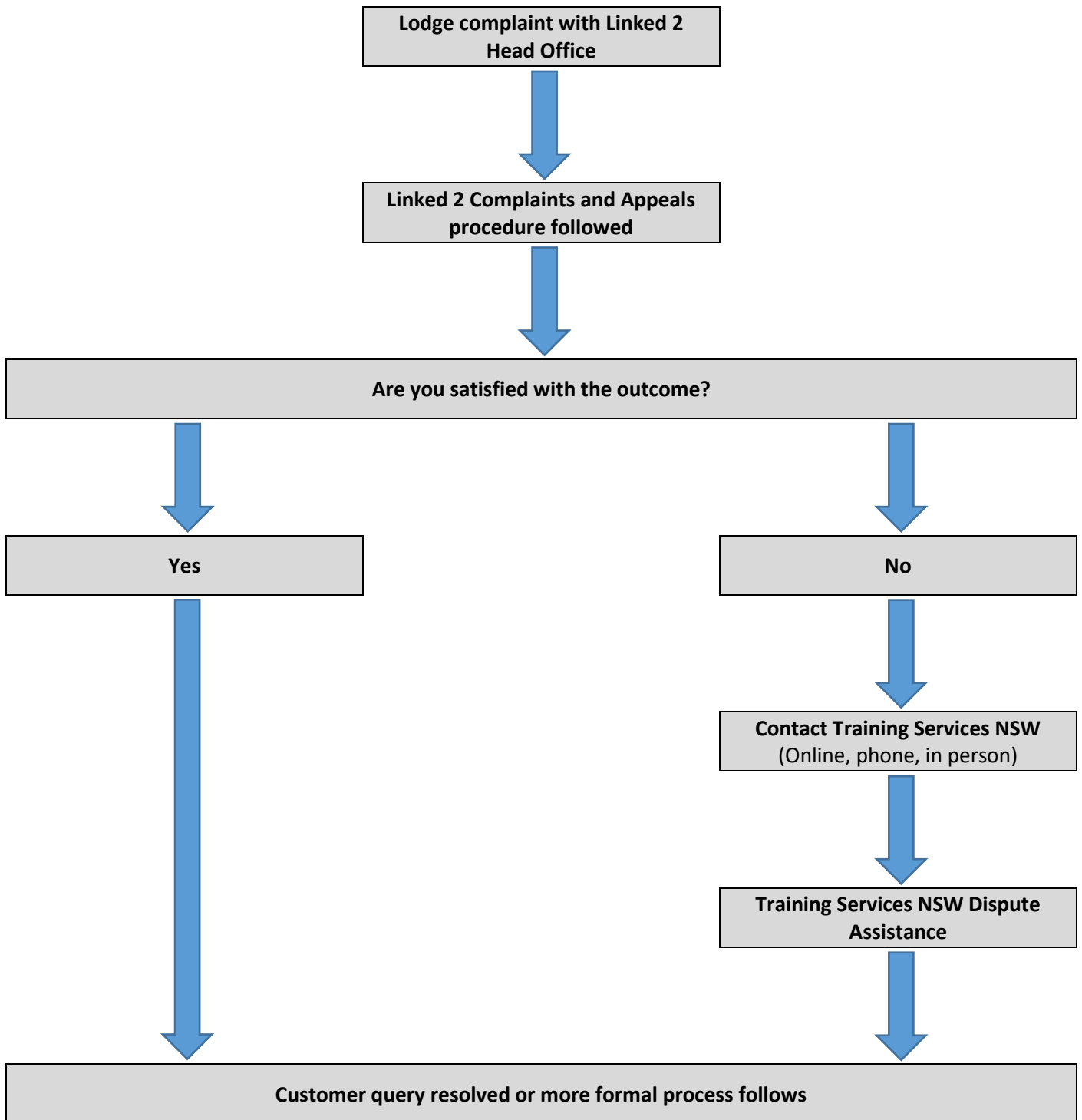
In person at a Training Services NSW Regional Office: <https://education.nsw.gov.au/skills-nsw/contact-us>

NSW Education Department Customer Support Centre

1300 772 104

<https://smartandskilled.nsw.gov.au/>

smartandskilled.enquiries@det.nsw.edu.au



Discrimination, bullying, victimisation and harassment

Linked 2 is committed to providing an environment for work and training that is free from discrimination, bullying, victimisation and/or harassment of any kind. Behaviour of this nature will not be tolerated in any form and will result in immediate disciplinary action that may include expulsion from the course. This applies to both students and Linked 2 staff members. Linked 2's Discrimination, Bullying and Harassment Policy is set in accordance with relevant state or territory anti-discrimination legislation.

Discrimination, bullying, victimisation and harassment is, any treatment, directly or indirectly, of another person that causes that person distress or ill intent based on their:

- Ethnicity
- Religion
- Physical appearance or peculiarities
- Cultural background
- Sexual preference
- Sex
- Age
- Social status
- Residence
- Education
- Or any other aspect of their person or circumstance

If you witness any incident of discrimination, bullying, victimisation or harassment you are expected to report it to your Trainer or the CEO.

If you feel you have been discriminated against, bullied, victimised or harassed you should:

- Discuss the issue with your trainer or the CEO
- It is important that you come forward with any complaint you may have. This will ensure that your rights are protected and that other students are not subjected to the same discrimination, bullying, victimisation or harassing treatment, too.
- If you are not satisfied with the way in which your grievance was handled you may take it to an outside agency, such as the Human Rights and Equal Opportunity Commission or the Anti-Discrimination Board.

All complaints will be dealt with seriously and sympathetically. Confidentiality and privacy will be respected at all times.

Workplace health and safety

Whilst participating in this course you are to take responsibility for your own health and safety and that of the equipment provided to you and that of your fellow Students. You should ensure that you follow all guidelines related to the handling, repairing, lifting, operating and maintenance of any equipment you may be required to use.

You should also ensure you take regular breaks from the computer to avoid headaches, eyestrain or backache. Your trainer will inform you of Linked 2's workplace health and safety policy and requirements including the process of reporting a health and safety breach and injury reporting.

As part of your course, you will be trained in Workplace Health and Safety. This is a mandatory requirement of most nationally accredited courses. The workplace health and safety training may be integrated throughout the whole course and your trainer will assess you in this area at regular stages.

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Workplace Health and Safety Act

The provisions of the relevant state WHS Act cover every place of work in the relevant state. These provisions cover both self-employed people and visitors as well as employees and employers. Employers must ensure the health, safety and welfare at work of their employees. Things employers must do to ensure this include:

- Providing or maintaining equipment and systems of work that are safe and without risks to health
- Making arrangements for ensuring the safe use, handling, storage and transport of equipment and substances
- Providing the information, instruction, training and supervision necessary to ensure the health and safety at work of employees
- Maintaining places of work under their control in a safe condition and providing and maintaining safe entrances and exits
- Making available adequate information about research and relevant tests of substances used at the place of work
- Employers must not require employees to pay for anything done or provided to meet specific requirements made under the act or associated legislation.
- Employees must take reasonable care of the health and safety of others. Employees must co-operate with their employers in their efforts to comply with occupational health and safety requirements.

No person must:

- Interfere with or misuse things provided for the health, safety or welfare of persons at work
- Obstruct attempts to give aid or attempts to prevent a serious risk to the health and safety of a person at work
- Refuse a reasonable request to assist in giving aid or preventing a risk to health and safety
- Work Cover inspectors are given inspection powers for the purpose of the Act, including the taking of samples, and the carrying out of a range of tests. Inspectors can be accompanied by an employee's representative during an inspection, if requested.

Deferring or Discontinuing Training – Application Form

Student Name			
Employer (if applicable)			
Address			
Mobile			
Email			
Course			
Course Start Date			
Trainer			
I would like to:			
<input type="checkbox"/>	Defer my training	Length of deferment required:	<i>(maximum 6 months for Skilling for Recovery students)</i>
<input type="checkbox"/>	Transfer to another training provider	Reason for transfer:	
<input type="checkbox"/>	Discontinue training	Date training will end:	
Reason for Deferment or Discontinuation of Training:			
Any other comments:			
Student Signature			
Date			

Linked 2 Office			
Deferral approved?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	Comments:
Paperwork processed?	<input type="checkbox"/> Yes <input type="checkbox"/> No	Date	
Linked 2 Staff Name			
Staff Signature			
Date			

Recognition of Prior Learning (RPL) and Credit Transfer application

In line with the Standards for Registered Training Organisations 2015 and the Smart and Skilled Operating Guidelines, credit transfer and Recognition of Prior Learning (RPL) are offered to all potential and current students.

Credit Transfer

Credit transfer is the granting of status or credit by an institution or training organisation for units of competency completed at the same or another institution or training organisation.

Recognition of Prior Learning (RPL)

RPL is the acknowledgment of skills and knowledge obtained through learning achieved outside the formal education and training system and includes work and life experience including paid and volunteer work and skills attained through leisure pursuits such as musical, mechanical or linguistic abilities.

RPL recognises any prior knowledge and experience and measures it against the qualification in which candidates are enrolled. The individual may not need to complete all of a training program if they already possesses some of the competencies taught in the program.

Do you wish to apply for Credit Transfer?

Yes (evidence to be provided) No

Do you wish to apply for Recognition of Prior Learning?

Yes (a kit will be provided to you) No

