



Pre-Enrolment Information

This document has been prepared to assist you in making a fully informed decision to enrol in nationally recognised training with Smartlink Training Pty Ltd or one of our authorised third-party partners

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About Us

Smartlink Training Pty Ltd (“Smartlink”) was established in order to provide training to learners and clients in a professional, friendly, and respectful manner.

The courses that we deliver at Smartlink cater for all levels of language, literacy and numeracy, and do not discriminate in any way. All our trainers are highly skilled and have extensive experience in vocational education.

All our staff and partners have excellent interpersonal communication skills which enable us to exceed client expectations in the delivery of our training and assessment.

The main purpose Smartlink is to provide our clients with consistently high-quality, nationally recognised training.

Our specially designed training programs offer our learners a pleasant and comfortable learning environment. Our goal is to ensure that every one of our learners and clients, regardless of whether they enrol directly with Smartlink or with one of our third-party delivery partners, receive the best quality nationally recognised training.

Here at Smartlink, we endeavour to provide our learners the very best in:

- **Knowledge**, by providing well-educated and experienced trainers.
- **Price**, by always ensuring that our prices are highly competitive.
- **Flexibility**, by ensuring that we deliver more training so as to suit the times and needs of our clients.
- **Facilities**, by ensuring that we offer our clients a comfortable, pleasant, and enjoyable learning experience.

We, or one of our delivery partners, can come to deliver training to you anywhere in Australia, if you have a group of ten people or more, and we give a great discount for group bookings. We provide this discount to ensure that our clients get the best quality training at an unbeatable price.

Our Guarantee

At Smartlink, we guarantee you will be provided with:

- Industry recognised and developed training
- Practical scenarios to ensure your training is providing you with the skills you require
- Support services to ensure that you have the best chance of completing your training

Under law, we cannot guarantee that:

- You will successfully complete the training, as the onus is on you to undertake all training and complete all assessment tasks
- You will be employed at the conclusion of your training, as we are not an employer

The guarantees we offer, and the things that we cannot guarantee under law, apply whether you enrol directly with Smartlink or with one of our delivery partners.

Third-Party Delivery Partners

We use third-party delivery partners (“our partners”) to help us expand the area in which we can offer our courses.

Our partners are contracted by Smartlink. They have the right to market our courses, enrol learners in a course, collect fees for the course, then to deliver and assess a course. Our partners are required to uphold our values and to follow our policies and procedures while they do these things.

If you are enrolling in a course which is being delivered by one of our partners, you can rest assured that we strictly control who we enter partnerships with. We have been careful to only select the best and we monitor and review their performance regularly.

When you enrol in a course with one of our partners, Smartlink is your Registered Training Organisation (“RTO”). We will issue your certificate and we ensure that the course meets all national accreditation requirements.

Throughout this pre-enrolment information booklet, you can assume that anywhere we’ve stated that Smartlink will do something, our partners will also do that thing. When there are differences in how Smartlink and our partners will act those differences will be described for you.

Responsibilities

Learner Responsibilities

When you elect to participate in training with us, or with one of our partners, you agree that you have a responsibility to:

- Adhere to our policies and procedures
- Treat others with respect, fairness and courtesy
- Not plagiarise, collude, or cheat in any assessment activity
- Attend class and arrive on time
- Notify your trainer if you will be absent or late
- Participate in the course
- Submit assessments on time and in the required manner
- Provide written notice of any changes to your enrolment status

Smartlink Responsibilities

When we allow you to enrol in any course of training, including with one of our partners, Smartlink agrees that we have a responsibility to:

- Maintain and deliver high quality training courses which comply with the VET Quality Framework (VQF) and our accreditation requirements as an RTO
- Maintain workplace health and safety, equal opportunity, and harassment, bullying and discrimination policies which comply with relevant legislation
- Have suitable, qualified staff
- Provide all training services which we are contracted to provide
- Provide learner resources and support which give you the best chance of completing your course
- Provide an effective assessment process which is valid, reliable, flexible, and fair

Course Information

Enrolling in one of our courses is the next step to increase your skills and knowledge for the majority of industries. We offer nationally recognised training in:

1. HLTAID004 Provide an emergency first aid response in an education and care setting
2. HLTAID003 Provide first aid
3. HLTAID002 Provide basic emergency life support

4. HLTAID001 Provide cardiopulmonary resuscitation
5. 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace
6. 22300VIC Course in First Aid Management of Anaphylaxis

Licensing Requirements

The units of competency we offer have no licensing requirements attached to the employability outcomes.

Prior to enrolling in a unit of competency or skills set, you need to consider the Australian Qualifications Framework (“AQF”) (www.aqf.edu.au) statements of the typical achievement required to gain the qualification and your belief in your ability to complete the training.

Enrolment Requirements

Availability

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, employment status, imprisonment, or remote location.

- If you are seeking to enrol you must be either:
 - Australian citizen
 - Permanent resident
 - Humanitarian visa holder
 - New Zealand citizen
 - 15 years or older and no longer at school
 - A holder of a visitor, work or business visa which has study provisions, remembering that you can only study for the period allowed on your visa

All those who seek to enrol in a course of training must undertake an initial skills assessment.

Entry Requirements

For units of competency listed on our scope of registration, the following entry requirements are to be met:

- **HLTAID004 Provide an emergency first aid response in an education and care setting.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **HLTAID003 Provide first aid.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **HLTAID002 Provide basic emergency life support.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **HLTAID001 Provide cardiopulmonary resuscitation.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.

- **22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training.
- **22300VIC Course in First Aid Management of Anaphylaxis.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. It is recommended that learners have current competency in HLTAID001 Provide cardiopulmonary resuscitation; however, this is not an entry requirement.

These entry requirements are the same regardless of whether a course is being delivered by Smartlink or one of our delivery partners.

Language, Literacy and Numeracy Assessment

All learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or prior to the commencement of the training. The test may be conducted via skype, video call or a written test to be done before the start of your course. An assessor from Smartlink or from the delivery partner who is conducting your course will mark the test and will use it to determine whether you might have any support needs when you undertake your course.

Unique Student Identifier

A unique student identifier (“USI”) is required for the issuance of a qualification or a statement of attainment. If you are undertaking nationally recognised training with Smartlink Training or any other RTO, you will need to have a unique student identifier.

A USI is made up of ten numbers and letters and gives you access to your online USI account. It will look like something like this: 6BC99HY2B4. You can access your USI account online anywhere anytime by using an electronic device.

To create your USI, you will need to visit www.usi.gov.au or contact us for assistance.

Our full USI policy and procedure is available:

- In your pre-enrolment package
- By phoning or emailing our office
- On our website

Recognition of Prior Learning, Recognition of Current Competence, and Credit Transfer

You may be eligible to gain advanced status for previous industry experience or from studies in courses delivered by other training providers.

If you feel that you fit in this category, enquire about recognition of prior learning (“RPL”), recognition of current competence (“RCC”), or credit transfer, any one of which could significantly shorten your study requirements.

Training Delivery

Overview

All training and assessment services are delivered and assessed in English.

As per the requirements of the Standards for Registered Training Organisations (RTOs) 2015 (Cth), we provide the training services you have purchased through the employment of person who:

- Holds the qualification or unit of competence you are being trained in

- Has recent and relevant workplace and industry experience
- Is considered a subject matter expert in their field

These guarantees apply to trainers directly employed by Smartlink and to trainers who are employed by our delivery partners.

Practical Training

As required by national accreditation, we will arrange for practical training to be completed in the workplace with businesses which are able and prepared to assist you in gaining experience and training in a real situation.

In situations when a real workplace cannot be provided for logistical or safety reasons, we will undertake delivery of all practical training in a simulated environment which closely resembles an actual workplace.

COVID 19 TEMPORARY CHANGE

Our Class size has been reduced to a maximum of nine in order to meet government requirement of 1 person per four square metres.

Please note, due to Covid 19, theory sessions are to be completed online prior to attendance for the face to face **practical session** on the day of the course for the following courses only:

HLTAID004 Provide an emergency first aid response in an education and care setting – Course duration for the face to face has reduced to three to four hours depending on class size as we are doing only practicals sessions on the day and theory sessions online prior to attendance.

HLTAID003 Provide First Aid - Course duration for the face to face has reduced to three to four hours depending on class size as we are doing only practicals sessions on the day and theory sessions online prior to attendance.

HLTAID001 Provide Cardiopulmonary Resuscitation - Course duration for the face to face has reduced to one to two hours depending on class size as we are doing only practicals sessions on the day and theory sessions online prior to attendance.

Once the pandemic is over, we will go back to our normal (face to face training) and (blended online and face to face training) of which the course duration and options are shown below.

Volume of Learning

We are required to meet volume of learning requirements for all learners, as described in the AQF for each qualification which we deliver. When we deliver individual units, we have to consider the volume of learning as part of a whole qualification, and we have used this information to determine how long the courses must be.

HLTAID004 Provide an emergency first aid response in an education and care setting

This unit of competency is to be delivered via two options:

1. Blended elearning, students will need to complete an online course prior to attendance for the face to face one day course.
2. Blended workbook, students will be sent the childcare textbook for them to study prior to coming for the face to face of which they will have a bigger assessment on the day of the course (one day course approximately 9 hrs)

HLTAID003 Provide first aid

This unit of competency is to be delivered via two options:

1. Blended elearning, students will need to complete an online course prior to attendance for the face to face one day course (5-7hrs depending on class size).
2. Blended workbook, students will be sent the textbook for them to study prior to coming for the face to face of which they will have a bigger assessment on the day of the course (one day course approximately 7 hrs)

HLTAID002 Provide basic emergency life support

This unit of competency is to be delivered via 14 hours of structured and non-structured training. The recommended industry standard to maintain current competency is for this course to be refreshed every 3 years with the CPR component refreshed every 12 months.

HLTAID001 Provide cardiopulmonary resuscitation

Students will be sent the textbook for them to study prior to coming for the face to face training (1 day course approximately 2-3 hrs depending on class size).

22300VIC Course in First Aid Management of Anaphylaxis

This unit of competency is to be delivered over 2-3 hours depending on classroom size with 1 hour of pre-reading prior to commence of the course.

22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace

This unit of competency is to be delivered over 2-3 hours depending on classroom size with 1 hour of pre-reading prior to commence of the course.

Venue

All training and assessment activities are undertaken at suitable locations with the necessary space, facilities, and safety plans. We regularly deliver at:

- Wagga RSL Club Wagga Cnr of Kincaid St and Dobbs St Wagga NSW;
- Comfort Inn Peppermill 7900 Goulburn Valley HWY, Shepparton VIC 3630;
- Unit 2, 659 Young Street Albury NSW 2640;
- Rotary Club of Kangaroo Flat 26 High Street Kangaroo Flat VIC 3555
- Commercial Club Albury 618 Dean St Albury NSW 2640
- Ballarat Community Health Services 12 Lilburn St Lucas VIC3350
- Geelong

We may also deliver in other suitable venues, and our delivery partners have their own locations. If you want us to come to you and you have a suitable venue and ten or more participants, we can arrange a custom course.

Accessible Areas

No access is granted to non-classroom areas, with the exclusion of toilets. No access is granted to telephones, photocopiers, fax machines and any other non-training related equipment.

Access to Trainers and Other Staff

Trainers are always accessible during classroom sessions and are not accessible during lunch breaks. Learners who have concerns about their understanding or progress in the course have access to trainers on an individual and confidential level. The Director and administration personnel are only accessible during scheduled classroom breaks or before and after class.

Behaviour

You will behave in a manner which reflects the professional status of the industry that you are training for, and you will respect the rights of others with regards to equal opportunity, harassment, bullying, and discrimination.

Unacceptable behaviour includes:

- Using inappropriate language; you must not swear or use abusive language
- Using mobile phones; you must not use your mobile phone during class times, including not playing mobile games
- Recording of content; you must not record any part of the training course or assessment
- Eating; you must not eat in the classroom
- Lateness; lateness returning to class from breaks is unacceptable
- Disrespect; disrespectful behaviour to other learners, trainers, or other individuals will result in discipline
- Misuse of a computer system; If you are given access to a computer system you must use it only for training
- Littering; you must dispose of all rubbish in the bin
- Engaging in behaviour which may offend, embarrass, threaten or harm other learners, staff or general public, including via electronic means; and
- Jumping, standing on or putting shoes on furniture.

Dress and Attire

You must wear comfortable, smart, professional clothing to your course. Inappropriate clothing includes thongs, ripped or torn clothing, unnecessary exposed flesh, and offensive prints or words.

Smoking, Drugs and Alcohol

Smoking is prohibited in all buildings and covered areas, and all learners are expected to use the ashtrays provided.

Drugs and alcohol are prohibited. Learners are expected to comply with the work health and safety legislation in their state or territory and must be drug and alcohol free during the course.

Company Property

We will provide the tools and resources for you to gain the skills necessary to work in your chosen industry and, just like when you are at work, you are required to treat our tools and resources with care and respect. You must observe all instructions regarding the correct and appropriate manner to use our tools and resources.

Unless instructed and authorised to do so you shall not touch or operate company property as it may lead to injury to yourself or others if used incorrectly.

You will be held financially liable for all negligent, reckless or wilful damage to our property.

These restrictions on the use of company property apply to the property of Smartlink and to the property of our delivery partners.

Assessment

Assessment Standards

All assessments conducted by us will be:

- **Valid**, that is, they will assess what they claim to assess
- **Reliable**, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fair**, that is, they must not disadvantage any learners
- **Flexible**, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment

All assessment conducted will be equitable, culturally and linguistically appropriate, and will involve procedures in which criteria for judging performance are made clear to all learners. Our assessors employ a participatory approach and provide for learners to undertake assessments at appropriate times and in appropriate locations.

We achieve this through:

- Careful design of the assessment process
- Validation and moderation of the assessment materials conducted in our annual review
- Understanding the meaning and practical application of the above terms

The assessment process is the same whether you undertake your course with us or with one of our partners.

Assessment Methods

Our assessments and assessment methods ensure that we focus on the application of skills and knowledge, as required by the workplace and by national accreditation, including:

- **Task skills**, that is, doing the job
- **Task management skills**, that is, managing the job
- **Contingency management skills**, that is, knowing that to do if something goes wrong
- **Job role environment skills**, that is, managing your job and its interaction with others around you

We will ensure that we assess you in sufficient detail to determine that you have attained competency.

Our employees are available to discuss and provide limited professional advice as to the outcomes of the assessment process and guidance on future work and study options, including options for reassessment if required.

All assessment tasks will consider any language, literacy or numeracy issues, any cultural issues, or any other individual needs of each learner which are related to the assessment.

You are entitled to reassessment if you are found to be “not yet satisfactory” following your first assessment.

Should you fail to attend for a practical assessment, or fail to submit any written assessments, research projects, or case studies, you may be permitted, at the discretion of the Director or the delivery partner who is conducting your course, to undertake the assessment on an alternative date without charge.

Should you not complete the assessment task on the alternate date, you will be charged an alternate assessment fee.

Attendance

Overview

You are expected to be punctual when attending training courses. Late arrival or non-attendance will affect your progress and may prevent you from completing your course.

Learners who, due to circumstances beyond their control, cannot complete their course may attend a future course without further charge. As the course is designed for you, we require you to notify us or the delivery partner who is conducting your course as soon as possible if you are unable to attend any scheduled lesson.

Absence

If absent from a day on the course, you are to provide a medical certificate from a legally qualified medical practitioner. You may not produce a sickness certificate from a chemist.

You are not allowed to be absent from a designated training day for paid or voluntary employment. If you miss an assessment task due to employment you will be required to undertake the assessment on an alternative date and required to pay a fee.

Failure to Attend

Failure to attend without reason may be reported where appropriate and may jeopardise successful completion of the course. Failure to attend on numerous occasions may mean will result in withdrawal from the course with no refund of monies paid.

Lateness to Class

Lateness to class on any day is not acceptable. When you are delayed from arriving on time you must notify the trainer by text or phone to inform of delay. We expect that all learners will be in the room on time after breaks throughout the day.

Attendance Records

Records will systematically be maintained for learners on a registered course. Non-attendance due to illness evidenced by a medical certificate, or other exceptional personal leave, must also be recorded.

Learner Support Services

Learning Difficulties

If you have any learning difficulties, we encourage you to identify them in confidence to your trainer or our Director, or to the delivery partner who is conducting your course during enrolment. We will work with you to determine how best to support you.

Services on Offer

As we offer training courses to all members of the community, we have established support services to overcome vocational barriers. These include special assistance with:

- Assessment tasks
- Language, literacy and numeracy

We do not provide, but are able to assist with selection of, support services to overcome non-vocational barriers to training, including:

- Accommodation assistance

- Centrelink
- Counselling
- Food or material assistance
- Legal aid
- Personal support
- Australian tax office
- The Ethnic Communities Council
- Women's legal resource
- Interpreting services

You can expect, and will receive, the same level and quality of support from Smartlink and from our delivery partners.

Issuance of Awards

We shall ensure that all AQF certification documentation, including qualifications and statements of attainment, are issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product. This applies when the training program in which the learner is enrolled is complete and requires that the learner has paid all agreed fees.

Statements of attainment are issued for successfully completed units of competency when a full qualification has not been completed.

All awards are issued by Smartlink as the RTO. No awards are ever issued by our delivery partners.

Changes to Your Course

Changes to Our Business

If we make any changes to our business which may impact on our learners, we will notify any enrolled learners as soon as reasonably practicable. We will also advise how these changes affect their training. Learners will be notified either through email or the post about changes to:

- Ownership or control of the Smartlink RTO
- The name or trading name of the Smartlink RTO
- The Chief Executive Officer or other accountable officer of the RTO
- The location of Smartlink head office or any permanent training venue where the learner is enrolled
- The contact details of the RTO
- Any changes to the agreed services which are to be provided
- Any changes to a delivery partner which could impact on the learner

Choosing a Different Course

Should you wish to change your course, the request must be made in writing to the Director or to the delivery partner who is delivering your course. Any approved changes to downgrade a course, meaning to move to a cheaper or shorter course, after commencement of the course will incur a \$50 administration fee. No charge will apply should the learner wish to upgrade to a higher course, meaning a more expensive or longer course.

Any enrolment fee paid by a learner is not refundable when the learner voluntarily changes course.

Course Extension

We are not obligated to extend the period of your enrolment if you have not completed your course on time. An enrolment can be extended with a payment of an additional fee. Please talk to the Director or to the delivery partner who is conducting your course if you expect that you will require longer than the allocated course period.

Early Withdrawal

Learners who leave the course prior to completion will receive a statement of attainment for all units completed.

Fees

Overview

As an RTO, we collect fees from our learners. We also provide or direct the learner to information specifying the:

- Fees that must be paid to us
- Payment terms and conditions, including deposits and refunds
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- Learner's right to obtain a refund for services not provided by us if:
 - The arrangement is terminated early; or
 - We fail to provide the agreed services

Our delivery partners collect fees from learners who enrol in courses which they are delivering on our behalf. When a delivery partner collects fees, they must provide all the same information and follow the same policies and procedures as Smartlink, including applying the same refund policy.

Cooling Off Period

The decision to enrol in any training must match your career aspirations and hopes for the future. To assist you in making the right decision we allow a two-day cooling-off period immediately after the completion of your enrolment.

This cooling-off period allows you to firm up your decision to enrol and complete the training.

At the end of your cooling-off period you will receive a notification of enrolment and a reminder of your cancellation and fee obligations, including the cost involved.

The cooling-off period applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Cancellation

After the two-day cooling-off period has passed, we are unable to refund monies for learners who do not turn up or who decide that they do not want to attend.

Changes to class times are allowed, but not within 48 hours of class commencing. No refunds will be given to learners for non-attendance, poor behaviour or other circumstances preventing you from completing the course.

This cancellation policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Withdrawing from Your Course

If you leave or abandon your course before the scheduled completion date and time, for whatever reason, no refund will be given.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Transfer

We reserve the right at our discretion to transfer a course to another date and venue. This action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Fee Protection

Smartlink protects fees paid in advance by ensuring that all course fees are below the legally mandated threshold of \$1,500.00. If we are unable to provide services for which you have paid, you will be placed into an equivalent course such that the new location is suitable to you, and receive the full services for which you have prepaid at no additional cost. If this is not possible you will be paid a refund of any prepaid fees for services yet to be delivered.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

No Refund

There is no refund of fees for:

- Poor or non-attendance
- Expulsion for poor behaviour
- Failure to attend classes
- Deciding that you do not wish to attend
- Other circumstance preventing you from completing your course

Changes to class times are allowed, but not within 48 hours of class commencing.

Note: Under the National Vocational Education and Training Regulator Act 2011 (Cth) and the Standards for Registered Training Organisations (RTOs) 2015 (Cth), we are entitled to withhold issuing you with a qualification or statement of attainment until such times as all fees have been paid in full, and we shall exercise our rights under this section.

All certifications are conducted by Smartlink and never by a delivery partner, regardless of who collected your fees.

Late Fee Payment

It is the learner's responsibility to pay fees on time according to the payment plan agreed upon at time of course enrolment. Any fee payments made late will incur a late fee payment as per the signed agreement. Should a learner require an extension for their fee payments, they must apply in writing to the Director or the delivery partner who is conducting their course at least two weeks prior to the fee being due.

Should the payment not be made at the agreed date, the overdue account will be sent to a debt collection agency without any further notice. Matters which have been referred to the collection agency will not be handled by Smartlink or our delivery partners and will be treated separately from any further accounts. Any costs incurred in the collection of fees are the responsibility of the learner, parent, or guardian. Smartlink or our delivery partners will not pay these fees.

A learner with outstanding fees shall be suspended from undertaking any training and assessment services until such times as the outstanding arrears have been brought up to date.

Language, Literacy and Numeracy Refund

A refund will be provided to any learner who has paid fees and then does not perform well enough on the language, literacy, and numeracy test to complete the course with a reasonable level of support.

This policy applies whether you enrol in a course directly with Smartlink or one of our delivery partners.

Records Management

Smartlink Policy

Administrative records management specifications are determined by regulatory requirements, business functions, technologies, risks, evidence requirements, retention and archiving requirements, compliance requirements for external and internal reporting, security, storage and retrieval of information requirements.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities. All records are maintained by Smartlink and not by our delivery partners.

Records we will collect for each learner include:

- Participant personal details, which are recorded at the time of enrolment and confirmed at the training session
- Course details, which are recorded at the time of enrolment and confirmed at the training session
- Course units of competency or modules, which are recorded at the time of enrolment and confirmed at the training session
- Progress records, which are recorded on hard copy by trainers during the training session
- Attendance records, which are recorded on training session rolls by trainers during the training session
- Completed assessments, which are retained for six months as required by law

Participant records of attainment will be maintained for a minimum of 30 years, as required by law.

Privacy

All personal information provided to us is protected as required by the Privacy Act 1988 (Cth) and is securely stored. It will not be accessed by any unauthorised person without prior written consent from the learner.

Our full privacy policy is available:

- In your pre-enrolment package
- For download from our website
- By phoning or emailing our office

Accessing Your Record

To access your personal record, you need to make an appointment with the Director. You can do this either by phoning the office or arranging an appointment through your trainer.

Complaints and Appeals Process

In keeping with the National Vocational Education and Training Regulator Act 2011 (Cth) and the Standards for Registered Training Organisations (RTOs) 2015 (Cth), we have a complaints and appeals process to assist you when the need arises.

In making your decision to enrol with us, you need to be aware that:

- **A complaint** relates to any matter not related to your training outcomes
- **An appeal** only relates to your training outcomes

You may complain or appeal:

- **Informally**, which includes a discussion with your trainer and when the trainer is able to resolve the matter
- **Formally**, which is done in writing, and an investigation is required to resolve the matter

The complaints and appeals processes apply equally to our delivery partners. You may make a complaint or appeal to them and they will address it exactly as Smartlink would, or you may make a complaint or appeal about them directly to Smartlink.

Our full complaints and appeals procedure is available:

- In your pre-enrolment package
- By phoning or emailing our office
- On our website

Emergency Procedures

At the beginning of your training session you will be given a briefing on the emergency procedures to follow in the event of an emergency. You are expected to comply with all emergency instructions given by any Smartlink staff member or any staff member of a Smartlink delivery partner.

Employment Opportunities

Upon successful completion of your training may be able to gain employment in the vocations for which you have been trained and prepared.

As stated earlier, we are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

Feedback and Communication

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all learners. This assists us with meeting learner needs and concerns, as well as providing data for ongoing improvement of our services.

We would appreciate hearing your opinions, whether you were satisfied by your experience, or any other views you have about our operations, policies, procedures, and training delivery and assessment.

We would also appreciate feedback about our delivery partners.

Feedback will be sought through a learner satisfaction survey provided by us at the conclusion of your training. You may also be called upon by the regulating body, ASQA, to complete a survey about our services.

Industry Engagement

Smartlink maintains strong links with industry and exercises these links in the development of training and assessment products. Smartlink engages with the industry to determine what their requirements of training are and uses this information to ensure that your course is the best possible match for what is really required in the workforce.

Legislation

We are subject to a variety of legislation related to training and assessment, as well as general business practice.

This legislation governs our obligations as an RTO, our obligations to you as our client, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all Smartlink employees and delivery partners are made aware of any changes.

The legislation that particularly effects your participation in our training programs includes:

- Human Rights Act 2004 (ACT), where applicable
- Competition and Consumer Act 2010 (Cth)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)
- Standards for Registered Training Organisations (RTOs) 2015 (Cth)
- Workplace Health and Safety Act 2012 (Cth)
- Student Identifiers Act 2014 (Cth)

Your specific course may have specific legislation associated with it. Where this is the case you will be informed through your study materials.

Work Health and Safety

We believe that all accidents are preventable and seek to ensure a safe environment for all learners and staff.

During your course induction, your trainer will explain the WHS requirements particular to your training location and, where required, the need to wear protective personal equipment (“PPE”). You are be expected to comply with our Workplace Health and Safety Policy and to report all incidents, near misses, and safety hazards immediately.

This policy applies whether you are enrolled directly with Smartlink or with one of our delivery partners.

Working with Children

Smartlink and our delivery partners comply with all federal and state working with children legislation.

A list of all relevant legislation is available from the Australian Federal Police website at www.afp.gov.au/nch/policechecks.html