

Participant Handbook



Welcome Message from the General Manager of Interlink Training

Thank you for choosing Interlink Training as your training provider. Interlink Training is committed to high quality education and training which places the learner at the centre of training delivery.

Our company has offices located in Queensland, and Victoria. We can be contacted on 1300 731 669 in each state.

We are an Australian owned training provider delivering training across Australia. InterLink Training was founded in 2001 to meet the needs of the electricity supply industry in South East Queensland.

Initially, InterLink provided refresher training to electricity distribution companies. Over time, our training services and development opportunities have expanded to include training for vegetation management, horticulture and electrical contracting companies.

InterLink Training employs professional and industry experienced trainers, many of whom are leaders in their field. Today, we are considered a training organisation of choice for both fee-for-service programs, as well as Government and Industry funded projects in the areas of vegetation management, electrical services, horticulture and arboriculture.

We rigorously comply with the standards that govern us as a Registered Training Organisation to ensure the training we are delivering to you is of the quality expected by industry and the national regulator, the Australian Skills Quality Authority.

To assist InterLink Training with maintaining its high standards, we encourage you to complete the participant evaluation form and return it to the Trainer at the completion of your course. Your feedback will assist us greatly with continuously improving our services, and the training we deliver to our customers.

On behalf of the InterLink Management Team, our Administration Staff and Trainers, we hope the time you spend with us learning new skills, or maintaining your current skills, is an enjoyable and positive experience.

Steve Hayes

General Manager
Interlink Training

Introduction

In this participant handbook you will find a broad range of information regarding:

1. InterLink's national accreditation to deliver training
2. The national qualifications and short courses we offer
3. Individual course information and delivery guarantees
4. Course entry requirements
5. Recognising informal learning undertaken outside the formal education and training system
6. National recognition of informal learning
7. Recognition of current competency (RCC)
8. Credit transfers
9. Competency based training and assessment
10. How competency assessments are undertaken
11. Course booking procedures
12. Course enrolment procedures (if required)
13. Cooling off period (training contracts)
14. The unique student identifier (USI) system
15. Victorian student number (VSN) system
16. Course fees payable in advance
17. Apprentice and Trainee contribution fees
18. Our refund policy
19. Access, equity and diversity
20. Our complaints and appeals procedure
21. Support services
22. InterLink's compliance systems
23. Standards to be demonstrated by participants
24. Penalties associated with plagiarism and breaches of copyright
25. Circumstances in which qualifications or statements of attainment may be cancelled or withdrawn
26. Replacement of a qualification or statement of attainment certificate
27. How we manage your personal information
28. Vocational Placements

Contained within Appendix 1 at the rear of this document is a Glossary of Terms and Acronyms used in the Vocational Education and Training (VET) sector.

If after reading this handbook, you are unsure about any of the information we have provided, contact the InterLink National Compliance and Contracts Advisor on 0458 533 896 for guidance.

1. National accreditation to deliver training

Interlink is authorised to deliver nationally recognised training as an outcome of having passed a rigorous audit by the Australian Skills Quality Authority.

The compliance standards governing how Registered Training Organisations (RTOs) operate are set down in the Standards for Registered Training Organisations 2015. As part of the evidence requirements for these standards, RTOs are required to have:

- written policies and procedures that support the provision of quality training and assessment
- documented delivery and assessment strategies for each qualification on the RTO's scope of registration
- systems to validate assessment strategies
- staff who meet competency requirements for providing training and assessment
- quality systems and processes to manage training delivery
- issuance of national qualifications and statements of attainment

Further information on these standards can be found at www.asqa.gov.au If you require information about InterLink Trainings accreditation, you should access the Skills: training.gov.au web site and click on Continue to training.gov.au under the National Register of VET section.

This website is the database for Vocational Education and Training (VET) in Australia and is the official national register of information on training packages, qualifications, courses, units of competency and registered training organisations (RTO's).

2. National qualifications

We are a nationally recognised training organisation offering the following national qualifications:

Qualification Code	Qualification Title	Qualification Status
AHC20416	Certificate II in Horticulture	Current
UET20312	Certificate II in ESI Powerline - Vegetation Control	Current
AHC30716	Certificate III in Horticulture	Current
AHC30810	Certificate III in Arboriculture	Current

Short courses

Visit our website at www.interlinktraining.com.au and click on the **Courses** tab for more information on our short courses, or call our administration staff on 1300 731 669. Each InterLink reception desk carries more information about our courses, dates & locations and information on how to enrol.

3. Individual course information and delivery guarantees

Full details of our training courses and associated content are outlined in our Course Overview documents which are available from our website or you can obtain a copy from our administration offices. All participants will receive a detailed course manual/ participant guide for each unit of competency they have enrolled in. You, or your employer will be advised by our Booking Officer of where, when and how your training & assessment will take place.

If you are training under an apprenticeship or traineeship arrangement, you will also receive a detailed training plan that outlines what units you have chosen as well as when, where & how you will receive training & assessment. Please note that a Training Plan is negotiable over the period of your training and InterLink will work with you and your employer to ensure your training plan accurately reflects the training required and is achievable.

InterLink Training guarantees that if, for whatever reason, it is unable to complete the agreed training as scheduled in the negotiated training plan, InterLink Training will make the necessary arrangements for the training to be delivered by another accredited Registered Training Organisation.

If your training and assessment is being undertaken by a Third Party under a Partnering Agreement with InterLink Training, you will be informed when this occurs. InterLink is responsible for the quality of training and assessment services delivered under any Partnering Agreement in place, and ultimately the issuing of your qualification or statement of attainment. You will be notified of any changes to these arrangements.

If for whatever reason you are not satisfied with the quality of the training and assessment services provided by a Third Party engaged by InterLink Training, you can lodge a complaint or appeal against either InterLink Training or the Third Party. In the first instance we encourage participants to contact InterLink or the relevant Third Party to discuss any concerns you may have.

4. Course entry requirements

InterLink has an obligation to inform you of any entry requirements and /or specific requirements you are required to meet to successfully complete a learning program. You will also be informed if you are required to provide any materials and / or equipment, or undertake work placements and who will arrange them. Information on associated entry requirements will be outlined in the relevant Course Overview document.

5. Recognising informal learning undertaken outside the formal education and training system

At the time of enrolment, a participant can apply to have previously unrecognised skills and knowledge that were developed outside the formal education and training system formally recognised through a Recognition of Prior Learning (RPL) process.

RPL is an assessment process (rather than a training process) that assesses your informal learning. The assessment determines the extent to which you have achieved the required learning outcomes, competency outcomes, or standards for entry to, and/or a complete qualification.

You may apply for recognition of your learning and skills by supplying evidence of:

Previous recognised training undertaken;

Work and life experiences:

Non-formally recognised training undertaken

Your application could include, but not limited to:

completed evidence guides (issued by our offices)

a detailed resume

transcripts of the results of previous courses undertaken

job descriptions of any previous and current positions

You will be invited to attend an interview to discuss your RPL application and at that time you may be requested to provide further information/documentation to underpin your application. If your RPL application is successful, exemptions/credits will be given and recorded, and Qualifications/Statements of Attainment will be issued. If you are not satisfied with the outcome of your RPL application, you may appeal the decision and that process is explained later in this handbook.

The cost for administration and assessment for each unit or module you apply for varies. Just ask your Trainer or call our administration staff on 1300 731 669 for an estimation of the overall costs.

6. National recognition of informal learning

At the completion of the RPL process, and where you have clearly demonstrated you have satisfied all the requirements of the associated unit of competency or module, you will receive national recognition for the skills and knowledge you have developed outside of the formal education and training system. InterLink Training will ensure your learning and skills are recognised, irrespective of how or where they have been acquired.

7. Recognition of current competency (RCC)

The RCC process is utilised when you have previously successfully completed the requirements for a unit of competency or module, and are required for whatever reason to be reassessed to verify that competence has been maintained. In this case no extra skills or competencies are nationally recognised.

8. Credit transfers

A credit transfer is training credit for a unit of competency or module you have previously completed and includes granted application for mutual recognition. Credit transfer and a granted application for mutual recognition are essentially administrative processes. There is no formal enrolment or enrolment fee attached to a credit transfer because they involve neither delivery nor assessment of your knowledge. However, credit transfers will be recorded on your participant file to help us ensure you have completed all the required units of your qualification.

This is recognition by a Registered Training Organisation (RTO) of the Australian Qualifications Framework (AQF) qualifications and statements of attainment issued by other registered RTOs within Australia regardless of which state or territory that were issued.

9. Competency based training and assessment

Qualifications are comprised of Units of Competency which have been determined by the relevant industry bodies and categorised into National Competency Standards for specific industry areas. The standards provide a framework for training and assessment and specify what competencies an employee at a particular level within a particular industry should be expected to achieve.

After an assessment is completed for a national unit of competency, the course participant will be graded Competent or Not Yet Competent.

10. How competency assessments are undertaken

Assessments to determine where you are Competent or Not Yet Competent can be undertaken only when you and the assessor consider that you have undertaken sufficient preparation and practice and you are ready to complete the assessment requirements. If you receive a grading of Not Yet Competent, your assessor will provide you with feedback on why you were graded Not Yet Competent and work with you to plan your reassessment.

Whilst preparing for the assessment, each participant will be provided with specific information explaining how the assessment will be undertaken and lists the Assessment Instruments and Tools that will be used.

All assessments must follow the Principles of Assessment which are:

- **Valid** - The methods of assessment relate to the elements, performance criteria and assessment requirements of the unit of competency
- **Reliable** - The assessment outcomes would consistently provide similar outcomes for candidates at different times and in different places
- **Flexible** - the assessor ensures that the candidate understands the assessment process and can negotiate the timing of the assessment and the context of the assessment
- **Fair** - Candidates are not disadvantaged and are given opportunities to ensure that they can perform to the Standards outlined in the workplace and the units of competency being assessed

You will also be provided with information on:

- what you must demonstrate during the assessment
- the penalties that will be imposed should you be identified as having engaged in Plagiarism and / or engaged in Breach of Copyright

11. Course booking procedures

You have two options when booking into your selected course. Interlink Training administration staff will step you through the booking process by calling our administration staff on 1300 731 669, or request a booking online through our website www.interlinktraining.com.au.

If you need advice about the course you wish to complete, we can arrange an appointment for you to discuss this or any other issues with our applicable staff.

When you have obtained a booking confirmation for your selected course, you are booked into a whole course. If you decide not to complete the whole course or leave for some reason then you will receive credit for what you have completed. This credit may be in the form of a Statement of Attainment for single units or groups of units, depending on how much of the course you have completed. Please refer to section 18 for information on refunds for any training not undertaken.

12. Course enrolment procedures

Dependent upon which process you used to obtain a booking within a scheduled course, there may be occasions when you need to complete an enrolment form at the start of your course. The enrolment form will need to be completed when Interlink requires additional information from you which was not obtained at the course booking stage.

13. Cooling off period (training contracts)

InterLink Training complies with Australian Consumer Laws in relation to cooling off periods. The cooling off period is 10 days from the commencement date of the training contract (Where Applicable). No fees will be payable to InterLink if the training contract is cancelled within the cooling off period. Any fees paid in advance to InterLink will be refunded.

14. Unique student identifier (USI) system

With the introduction of the USI System from the 1st January 2015, participants will find it easier to access, collate and authenticate their VET achievements into a single transcript. It will also ensure that participants' VET records are not lost. From this date InterLink Training will not be able to enrol participants into courses unless they provide their USI which is basically an account or reference number made up of numbers and letters. To create your own USI, go to the USI website at www.usi.gov.au and follow the directions provided.

15. Victorian student number (VSN) system

For those students who reside in Victoria, there is an additional requirement to the Australian Governments USI system. Students under the age of 25 who are undertaking Vocational Education and Training with a TAFE, Registered Training Organisation or Adult and Community Education (ACE) provider (referred to collectively as VET Providers), must also have a Victorian Student Number VSN.

Unlike the USI system, participants do not have to apply for a VSN. You will be provided with a VSN which you should record on your phone or a similar device for easy access when required to insert on booking and enrolment forms.

16. Course fees payable in advance

As per the Standards for Registered Training Organisations 2015, Interlink Training is able to collect student fees in advance. We may accept payment of no more than \$1,000 from each individual student prior to the commencement of the course. Following the course commencement, Interlink may require payment of additional fees in advance from the student, provided that at any given time the total amount required to be paid (which is attributed to tuition or other services yet to be delivered to the student), does not exceed \$1,500.

Fees collected (which are paid in advance of training taking place) will be placed in a 'Trust Account'. Such fees will be drawn down into Interlink Training's consolidated revenue at the initiation of the training / assessment services. Payment must be made prior to the commencement of the scheduled training, which will be confirmed after the fully completed Booking Form has been received and actioned by us.

For information on InterLink's Refund Policy, go to section 18.

17. Apprentice and Trainee contribution fees

For Apprenticeships and Traineeships, participant contribution fees are determined and reviewed annually by individual state governments and territories. Prior to enrolment or commencement of training / assessment (whichever is earliest), participants will be provided with information about:

- the fees that will be payable to InterLink
- how and when fees must be paid
- how to request a refund
- conditions under which a refund will be provided

Please refer to our refund policy outlined in section 18 regarding how to request a refund and the conditions under which InterLink will provide a refund

Once you have enrolled there are a few things to keep in mind.

- If you wish to withdraw from a course after paying your deposit and filling out the associated enrolment forms, an administration fee will be charged. If you wish to transfer to a later course this fee will be waived.
- If you participate in the first day of the course and decide to withdraw, your deposit will be forfeited. If more than one day of the course is attended than full payment will be forfeited.

Queensland Government policy on participant contribution fees

The Queensland State Government provides a public funding contribution to reduce the costs of training delivery. Under the User Choice Program, Participant Contribution Fees are set at \$1.60 per nominal hour for each Competency / Module delivered. The Participant Contribution Fee charged by InterLink Training will be calculated at the commencement of the Unit of Competency / Module.

This is a Government requirement, however fee exemptions may be granted if you fall into one of the following exemption categories:

Tuition Fees - Partial exemption

For participants to be eligible to apply for a partial exemption of tuition fees, they must have signed a training contract issued through The Queensland Government Department of Education, Training and Employment (DETE) and;

- a) Be under the age of 17 at the end of February in the year in which the training is provided, you are not attending school and you have not completed year 12
- b) You hold a health care card or pensioner card issued under Commonwealth law, or are the partner or a dependant of a person who holds a health care card or pensioner concession card, and are named on the card
- c) You provide InterLink with an official form under Commonwealth law confirming that you, your partner or the person of whom you are a dependant is entitled to concessions under a health care card or pensioner concession card
- d) You are an aboriginal or Torres Strait Islander person and have stated this on your training contract and enrolment form

Tuition Fees - Full exemption

InterLink may apply full exemption from the Participant Contribution Fee where the participant falls into one or more of the following exemption categories:

- a) Where payment of the participant contribution fee would cause the participant extreme financial hardship, then InterLink may exempt the participant from these fees.
- b) The applicable state government advises InterLink Training in writing that tuition fees are optional. It is at the discretion of InterLink whether the participant contribution fee will be waived under this circumstance.

InterLink Training will apply full exemption from the Participant Contribution Fee where the participant falls into one or more of the following categories:

- a) Where credit transfer / national recognition has been applied to a Unit of Competency / Module.
- b) Where the participant is a School-based Apprentice or Trainee

Tasmania Government policy on participant service fees

The Tasmanian State Government provides a public funding contribution to reduce the costs of training delivery. InterLink will charge \$1.60 per nominal hour for each Competency / Module delivered.

The Participant Service Fee charged by InterLink Training will be calculated at the commencement of the Unit of Competency / Module.

Participant service fees - Full exemption

Participants who have signed a training contract issued by Skills Tasmania will be exempt from the Participant Service Fee if they fit into one of the following categories;

- a) People in receipt of one of the following benefits:
 - Pensioner Concession
 - Veterans' Affairs concession
 - Sickness Allowance
 - Newstart
 - Special benefit
 - Family Tax benefit (at maximum rate)
 - Youth Allowance
 - Carer pension
 - Disability Support pension
 - Mature Age allowance
 - Partner Allowance
 - Parent Payment Single
 - Parenting Payment Partnered
 - Widow Allowance
 - ABSTUDY
 - Austudy (study allowance for fulltime participants over 25 years of age)
 - Drought Relief
 - Foster Care Participants
- b) Dependants of people in receipt of any of the above benefits
- c) People who are inmates of a custodial institution
- d) People experiencing extreme financial hardship
- e) People enrolled in one of the following fee-exempt, publicly funded programs:
 - Key Skills for Work and Study, Course in (National Code 69900)
 - Courses delivered specifically for Aboriginal and Torres Strait Islander peoples
 - New Apprenticeship Access Program

- Advanced English for Migrants Program (AEMP)
- Women's Access Programs
- VET in Schools Programs for enrolled school participants
- Literacy and numeracy courses
- Certificate I in general Education for Adults

New South Wales Government policy on participant contribution fees

InterLink Training delivers Apprenticeship and Traineeship training under a Fee for Service arrangement within New South Wales. These arrangements are outside the Smart and Skilled Program and associated policies. Our RTO charges a participant contribution fee of \$1.60 per nominal hour for each Competency / Module delivered. The Participant Contribution Fee charged by InterLink Training will be calculated at the commencement of the Unit of Competency / Module.

Participant administration fees - Partial exemption

For participants to be eligible to apply for a partial exemption of participant contribution fees, they must have signed a training contract issued by the Department of State Training Services New South Wales and are in receipt of one the following benefits or allowances:

- Age Pension
- Austudy
- Carer Payment
- Disability Support Pension (second or subsequent course enrolment per year)
- Exceptional Circumstances Relief Payment
- Family Tax Benefit Part A (maximum rate)
- Farm Household Allowance
- Newstart Allowance
- Parenting Payment (Single)
- Sickness Allowance
- Special Benefit
- Veterans' Affairs Payments
- Veterans' Children Education Scheme
- Widow Allowance
- Widow Pension (including Widow 'B' Pension)
- Wife Pension
- Youth Allowance

If you are a recipient of an eligible benefit or allowance, the partial exemption may also be available to your dependent child, spouse or partner.

Participant administration fees – Full exemption

Participants who have signed a training contract issued by the Department of State Training Services New South Wales will be exempt from Participant Administration Fees if they fit into one of the following categories;

- a) Australian Aboriginal and Torres Strait Islander participants if they live or work in NSW or live at identified postcodes which border NSW.
- b) Participants who live or work in NSW and who receive a disability support pension and participants with a disability (clients of a Teacher/Consultant for participants with a disability)

Applications for full or part exemption from participant contribution or service fees

Applications for full or part exemption should be submitted prior to enrolment and can only be approved by the responsible InterLink Manager. Applications can be made by sending/fax/email a letter of request for exemption detailing why you qualify or are seeking full or partial exemption and must include a photocopy of proof of concession currently held to:

Attention: Jennifer Garrard

National Compliance and Contracts Advisor

31 Henderson Road

Knoxfield, VIC 3180

Email: jgarrard@interlinktraining.com.au

Please note that full or partial exemptions only applies to Tuition Fees and does not apply to other fees that may be charged such as licencing fees, issuing of competency card fee, white card fee etc. Also, dependent upon the state in which the Apprenticeship or Traineeship is being undertaken, InterLink Training may, or may not charge participants for:

- a) The provision of training materials essential to achieving competence;
- b) The development and supply of a training plan; and
- c) The development and supply of the initial Training Record

All fees and charges applicable to your course of study will be discussed with you prior to course commencement. Should a participant wish to appeal the decision made regarding an application for full or partial exemption from payment of participant fees, the grievance resolution procedure should be utilised as outlined in section 20.

18. Refund Policy

To apply for a refund, please contact InterLink's administration staff at least 48 hours before commencement of your course. Where 48 hours' notice has not been given and another participant has been unable to take up your training place, InterLink Training reserves the right to refuse a refund.

1. Participants seeking a refund are to put in writing reason for their request for refund and attach any supporting documents for evidence (such as a medical certificate). Written request for refund may be faxed to (07) 32099609 Attention Sarita Edwards or emailed to sedwards@interlinktraining.com.au
2. The administration department will consider each application and advise participant by telephone or email within 7 days of receipt of request for refund. The decision as to whether the participant will receive a refund will be made on the grounds for refund specified above. However, refunds are considered on a case-by-case basis, exceptional circumstances such as illness are at the discretion of InterLink Training. Participants must produce satisfactory evidence of the circumstances of his/her withdrawal, such as a medical certificate.
3. If a participant refund application is approved, InterLink will cancel the participant's enrolment and the fees will be refunded less a 20% administration fee.
4. The payment of the refund will be made to the same person or body from whom the payment was received on behalf of the participant. Where credit cards have been used for payment, InterLink will refund the amount to that credit card. Credit card details are not kept on file, only the name of the person or company making the payment.
5. In the event that the participant is unhappy with the outcome of their application for a refund, the participant may lodge a complaint. The existence of this policy and complaints and appeals processes does not stop participants taking action under Australia's consumer protection laws.

19. Access, equity and diversity

Access and equity in training ensures that people with differing needs and abilities have the same opportunities to successfully gain skills, knowledge and experience through education and training.

InterLink training are committed to an equity and diversity policy. We will provide timely and appropriate information, advice and support services to assist participants in identifying and achieving their goals. We adhere to all legislative requirements that contribute to improving the outcomes for the diversity of vocational education and training clients. Fair and equitable access to education and skills training reflects the diversity of our population and the core understanding that participation in education and skills training leads to improved life and work opportunities.

20. Complaints and appeals procedure

Interlink Training has a procedure in place to ensure Complaints and Appeals are recorded, acknowledged and dealt with fairly, efficiently and effectively. Our transparent procedure allows learners and clients to be informed of, and to understand their rights, as well as outlining InterLink's responsibilities associated with resolving formal complaints.

The benefits of the Complaints and Appeals Process are:

- Members of the public who are affected by the actions of InterLink Training can have their concerns addressed promptly
- Course Participants have any concerns about the training or assessment services delivered by InterLink Training or a Third Party providing services on its behalf, addressed promptly and equitably; and
- InterLink Training itself will benefit from increased satisfaction of Course Participants

Should any Client or Course Participant wish to lodge a formal Complaint regarding the training and assessment services delivered by InterLink Training or its Third Party Providers, they should E-Mail InterLink's National Compliance and Contracts Advisor jgarrard@interlinktraining.com.au

to arrange a meeting, so they can be briefed on the Complaints and Appeals procedure, and be supplied with the associated lodgement forms.

21. Support services

InterLink Trainers will provide advice and guidance to participants on the most appropriate agency or department to contact when it is identified specific support is required to enable them to complete the training they are undertaking. Any costs associated with a participant receiving support will be highlighted by the Trainer.

22 Language literacy and numeracy

Interlink Training recognises that all vocational training includes language, literacy and numeracy tasks and all Interlink Training trainers and assessors provide:

- materials, resources and assessment tools and tasks that do not require clients to have language, literacy and numeracy skills of more complexity than those used in the workplace for the competencies being taught/assessed;
- clear models of the language/literacy/numeracy task, including opportunities for repeated and supported practice and opportunities for independent practice.

Where some clients require additional practice and training Interlink Training provides language, literacy and numeracy support.

Participants may be asked to undertake a language, literacy and numeracy assessment during program induction. Where this assessment identifies language, literacy or numeracy gaps that would adversely affect the trainee's ability to compete training, Interlink Training will provide referrals to relevant local support agencies such as AMES, Neighbourhood House programs and TAFE Institutes.

Further Information may be obtained from:

- Adult Learning Australia (ALA) <http://www.ala.asn.au>
- Adult Literacy and Numeracy Australian Research Consortium (ALNARC) <http://www.staff.vu.edu.au/alnarc>
- Australian Council for Adult Literacy (ACAL) <http://www.acal.edu.au>

23. InterLink's Compliance systems

InterLink Training is required to develop and maintain a number of internal policies, systems and processes that demonstrate we are complying with a broad range of Commonwealth and State Government legislation. These documents provide direction to our staff and Trainers, and they also provide certainty to our participants the training we deliver is of a high quality and their personal safety is of the utmost importance whilst under our supervision.

24. Standards to be demonstrated by participants

Behaviour standards

Participants are expected to actively participate in all activities throughout the learning.

When communicating and interacting with InterLink staff and other participants you have a responsibility to:

- treat people with respect and fairness regardless of their background or culture
- show respect for others by not swearing, using obscenities or making offensive remarks
- avoid behaviour that could offend, embarrass or threaten others
- refrain from harassing or disrupting others in the performance of their duties or studies
- avoid unacceptable behaviour-including bullying, aggressive, threatening or abusive behaviour

You have the right to:

- be treated fairly and with respect
- learn in a supportive and safe environment, free of discrimination and harassment
- have access to counselling and support services
- have your personal records kept private, subject to statutory requirements
- have access to your personal records on request
- be given information about assessment procedures at the beginning of study
- have your existing skills and knowledge recognised
- receive feedback on your academic progress
- appeal academic decisions or procedural matters
- make a complaint to or about any staff member without fear of victimisation
- have complaints dealt with fairly, promptly, confidentially and without retribution

Dress standards

As a minimum, participants must wear the following Personal Protective Equipment (PPE) whilst attending courses conducted by InterLink Training.

- close fitting, long sleeve shirt and pants made of cotton material
- rubber soled, steel capped boots

At all times you will be expected to wear clean and presentable clothing. For some training courses there is a requirement that for your own safety, you do not wear any jewellery. Your trainer will let you know of any specific requirements at the start of your course.

Our booking form will include any additional PPE requirements you may be required to bring with you for your course.

Absenteeism

You should attend all classes, industry placement and any other study related activities as part of your course when and where indicated. If you are going to be absent please notify your trainer and/or our administration staff as soon as possible once you are aware that you are unable to attend the class/course as scheduled. Our administration staff may be able to fit you into the next available class/course if they are provided with reasonable

notice of any absences. If you are unable to be rescheduled to an available training date, you may be entitled to a refund.

It is the participants responsibility to catch up on any/all information missed while absent. Please note that you may be asked for a medical certificate to explain absences. Your employer may also be contacted if your training is funded by them

Institute property

You are required to assist in maintaining serviceable facilities, resources and equipment by:

- Reporting breakage and/or faults with equipment to your trainer
- Leaving classrooms, workshops and training venues neat and tidy after classes and ensuring equipment and tools are cleaned and correctly stored
- Not using or installing unlicensed software on InterLink's computers
- Checking all peripheral devices such as USB drives, CDs, DVDs, floppy discs and other mass storage devices for viruses before use on InterLink's computers

Plagiarism

Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own. Plagiarism is a serious act and may result in a participants' exclusion from a unit or a course. When participants have any doubts about including the work of other authors in their assessments, they must consult with their trainer to discuss the matter. The following list outlines some of the activities for which a participant can be suspected of plagiarism:

- Presenting any work by another individual as one's own unintentionally
- Handing in assessments markedly similar to or copied from another participant.
- Presenting the work of another individual or group as their own work.
- Handing in assessments without the adequate acknowledgement of sources used, including assessments taken totally or in part from the internet.

Copyright

Participants must be careful when copying the work of others. The owner of the material may take legal action against participants of the RTO if the owner's copyright has been infringed. Participants are allowed to do a certain amount of copying for research or study purposes. Generally, 10% or one chapter of a book is acceptable, where the participant is studying with, or employed by, an educational institution.

24. Penalties associated with plagiarism breaches of copyright

Participants found to have plagiarised work or breached copyright requirements in completing an assessment requirement will have the assessment involved scored as "not yet competent". Plagiarism or breach of copyright by a participant may also result in the RTOs discipline procedure being invoked and could lead to cancellation of enrolment.

25. Circumstances in which qualifications or statements of attainment may be cancelled or withdrawn

InterLink Training may cancel an award if it was issued in error or it was found that the award was based on false or misleading representations.

In addition, when directed to do so by the National Regulator (Australian Skills Quality Authority - ASQA), InterLink Training will have no option but to cancel or withdraw any Qualification or Statement of Attainment it has issued. Should the Regulator (ASQA) decide to take this course of action, you will be notified in writing of their intention to do so. Course participants will have the opportunity to respond in writing to ASQA, prior to the decision to cancel a Qualification or Statement of Attainment is implemented.

26. Replacement of a qualification or statement of attainment certificate

If an award is damaged or lost a participant may apply to InterLink Training for a replacement. Other circumstances that might necessitate the re-issue of an award include, award not received in the mail, change of name, or award stamped for outstanding fees. If the original document is lost the participant is required to provide a statutory declaration.

Where a participant applies for a replacement award due to name change, a certified photocopy of the relevant supporting documentation must be supplied. Fees may apply for the replacement award. Please contact our Administration department on (07) 3209 6466 for more information.

27. How we manage your personal information

InterLink Training complies with the Privacy Act 1988, the Privacy Amendment (Enhancing Privacy Protection) Act 2012 and the associated Australian privacy principles. We have policies and procedures in place to ensure your

personal information is protected. A copy of our Privacy Policy is accessible on request or can be viewed on our website – www.interlinktraining.com.au

Access to personal information

Interlink Training will, on request; provide participants with access to information it holds about them, unless there is an exception that applies under the Australian Privacy Principles such as:

- InterLink reasonably believes that giving access would pose a serious threat to the life, health or safety of an individual, or to public health or public safety; or
- giving access would have an unreasonable impact on the privacy of other individuals; or
- the request for access is frivolous or vexatious; or
- the information relates to existing or anticipated legal proceedings between InterLink and an individual, and would not be accessible by the process of discovery in those proceedings; or
- giving access would reveal the intentions of InterLink in relation to negotiations with the individual in such a way as to prejudice those negotiations; or
- giving access would be unlawful; or
- denying access is required or authorised by or under an Australian law or court/tribunal order; or
- both of the following apply:
 - (i) InterLink has reason to suspect that unlawful activity, or misconduct of a serious nature, that relates to InterLink's functions or activities has been, is being or may be engaged in;
 - (ii) giving access would be likely to prejudice one or more enforcement related activities conducted by, or on behalf of, an enforcement body; or
- giving access would reveal evaluative information generated within InterLink in connection with a commercially sensitive decision making process.

To make an application for formal access to your personal information, please contact our Head Office in writing at: Interlink Training: PO Box 4787, Loganholme DC QLD 4129.

If Interlink Training doesn't provide a course participant with access, the participant will be provided with written reasons for the refusal and informed of any exceptions relied upon. Any request to provide information will be dealt with in a reasonable time and Interlink Training may recover from a participant the reasonable cost of accessing and supplying this information.

More information on the Privacy Act and our obligations can be found at: - <http://www.oaic.gov.au>

28. Vocational Placements

What is a Vocational Placement?

Vocational placement is a structured workplace learning program that prepares Course Participants for the workforce. This experience in the workplace will:

- help Course Participants link knowledge and skills with jobs;
- help Course Participants to better understand theory they have learnt by putting it into practice; and
- give the Course Participants hands-on experience in the workplace

Vocational Placement is an assessable component of the Participant's course, and is linked to a specific unit, or units of competency within their program of study.

It is different from work experience. Instead of just observing what goes on, Course Participants are to be given the opportunity to undertake tasks to demonstrate skills related to their program under the supervision of a Workplace Supervisor. InterLink Training will brief the Placement Provider on your roles and responsibilities whilst undertaking your Vocational Placement.

What are the key features of a Vocational Placement?

The key features of a vocational placement are:

- the undertaking of workplace assessable activities, as specified in the Training Package/Accredited Course, industry accreditation / licensing requirements as detailed in the Training and Assessment Strategy;
- a clearly defined duration e.g. start/end dates and specified number of hours;
- it is unpaid and the student is not eligible to receive other employment related benefits;
- that it does not exceed 240 hours for a 12 month period from the commencement of the placement, except in cases of approved exemption; and
- that it is formalised by a *Vocational Placement Agreement*.

Appendix 1 – Glossary of Terms and Acronyms

1. **Fee for Service Program** – A training program which is not financially subsidised by the relevant State Government in which the program is being delivered, and participants or their employers must pay the full cost charged by the RTO.
2. **AQF** – Australian Qualifications Framework
3. **RTO** – Registered Training Organisation
4. **ASQA** – Australian Skills Quality Authority
5. **NCVER** – National Centre for Vocational Education and Research
6. **ACPET** - Australian Council for Private Education and Training
7. **Training.gov** – The official national register on vocational education and training (VET) in Australia. It provides authoritative information on training packages, qualifications, accredited courses, units of competency, skill sets and registered training organisations (RTOs).
8. **RPL** – Recognition of Prior Learning
9. **RCC** – Recognition of Current Competency
10. **CT** - Credit Transfer
11. **LLN** - Language, Literacy and Numeracy
12. **Competency Based Training** - A method of training which develops the skills, knowledge and attitudes required to achieve competency.
13. **UoC** - Unit of Competency
14. **USI** – Unique Student Identifier
15. **VSN** – Victorian Student Number
16. **Underpinning Knowledge** - The knowledge that is required to perform effectively in the workplace as outlined in the unit of competency being undertaken.
17. **Plagiarism** – Plagiarism is a form of cheating. It is taking and using someone else's thoughts, writings or inventions and representing them as your own.
18. **Breach of Copyright** - When another person's work is reproduced without permission and the work is subject to copyright protection
19. **Vocational Qualification** - Qualifications that are delivered by registered training organisations such as TAFE, private providers and vocational divisions of universities that are nationally recognised.
20. **Statement of Attainment** – A course of vocational education and training (VET) which stands alone and does not usually lead to a full qualification.
21. **Cooling off Period** - A timeframe in which in a contract can be cancelled without loss
22. **Personal Information** – Information or an opinion, whether true or not, and whether recorded in a material form or not, about an identified individual, or an individual who is reasonably identifiable.

Document Modification History

Version	Amendment Details	Approval Date	Document Approver Signature	Document Revision Due Date
V1.4	1. Section 2 amended to reflect changes in RTO scope. 2. Additional comments inserted within Section 25 regarding ASQA directing RTO's to withdraw or cancel qualifications or statements of Attainment.	09/12/2015		09/12/2016
V1.5	1. New section 28 inserted to include information regarding Vocational Placements 2. Section 20 updated to reflect change of procedure from Participant Grievances Procedure to Complaints and Appeals Procedure 3. Amendments to position titles as a result of new organisational structure implemented on 01/02/2016.	27/04/2016		27/04/2017
V1.6	Updated contact details and transitioned qualifications	01/12/2016		01/12/2017