



**TRAINING SERVICES**

## **PARTICIPANT INFORMATION HANDBOOK**

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**PARTICIPANT INFORMATION HANDBOOK – A GUIDE/INFORMATION ABOUT TRAINING, ASSESSMENT AND SUPPORT SERVICES PROVIDED, AND ABOUT YOUR RIGHTS AND OBLIGATIONS IN REGARD TO (VET) PROGRAMS AT WORKLINKS**

**1. WORKLINKS – A REGISTERED TRAINING ORGANISATION**

Worklinks is a Registered Training Organisation – registered with the ASQA – Australian Skills Quality Authority. As a Registered Training Organisation, Worklinks must comply with all relevant aspects of the National Vocational Education and Training Regulator Act 2011 and the Standards for Registered Training Organisations (RTOs) 2015

The Worklinks office has a copy of these should you wish to access it at any time.

**2. THE AUSTRALIAN QUALIFICATIONS FRAMEWORK**

The unit/s of competency from the course you are doing with Worklinks are recognized in every State/Territory in Australia. If you satisfactorily complete one or all of these units you will receive a Statement of Attainment.

In Australia we have a national qualifications framework called the Australian Qualifications Framework (AQF). The various qualifications are shown in the diagram below. You may be enrolling in all or part of one of these qualifications.

**AQF Qualifications by Educational Sector**

<b>Schools Sector</b>	<b>Vocational Education and Training Sector</b>	<b>Higher Education Sector</b>
Senior Secondary Certificate of Education	Vocational Graduate Diploma Vocational Graduate Certificate  Advanced Diploma Diploma Certificate IV Certificate III Certificate II Certificate I	Doctoral Degree Masters Degree Graduate Diploma Graduate Certificate Bachelor Degree Associate Degree Diploma

**CHARACTERISTICS OF LEARNING OUTCOMES**

The following gives you an overview of the knowledge and skills generally required at the various certificate levels.

## CHARACTERISTICS OF LEARNING OUTCOMES

### **AUSTRALIAN QUALIFICATIONS FRAMEWORK** (SOURCE: WWW.AQF.GOV.AU)

#### AQF Level 1 – Certificate I

The purpose of the Certificate I qualification type is to qualify individuals with basic functional knowledge and skills to undertake work, further learning and community involvement.

#### AQF Level 2 – Certificate II

The purpose of the Certificate II qualification type is to qualify individuals to undertake mainly routine work and as a pathway to further learning.

#### AQF Level 3 – Certificate III

The purpose of the Certificate III qualification type is to qualify individuals who apply a broad range of knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

#### AQF Level 4 – Certificate IV

The purpose of the Certificate IV qualification type is to qualify individuals who apply a broad range of specialised knowledge and skills in varied contexts to undertake skilled work and as a pathway for further learning.

#### AQF Level 5 – Diploma

The purpose of the Diploma qualification type is to qualify individuals who apply integrated technical and theoretical concepts in a broad range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

#### AQF Level 6 - Advanced Diploma

The purpose of the Advanced Diploma qualification type is to qualify individuals who apply specialised knowledge in a range of contexts to undertake advanced skilled or paraprofessional work and as a pathway for further learning.

#### AQF Level 7 – Bachelor Degree

The purpose of the Bachelor Degree qualification type is to qualify individuals who apply a broad and coherent body of knowledge in a range of contexts to undertake professional work and as a pathway for further learning.

### 3. PARTICIPANT SELECTION, ENROLMENT AND INDUCTION/ORIENTATION PROCEDURES

Ensure you read the Course Information Booklet , available on the enrolment page at <http://worklinks.com.au/training/certificate-iv-career-development/> (once on page scroll down to Course Information). If you have any questions at all at any time, including before you enroll, please ask us – we are here to help you and to see that you have every chance of being successful with your program and that you feel comfortable about enrolling and completing a VET program with us.

### 4. PROVISION FOR LANGUAGE, LITERACY AND NUMERACY ASSISTANCE

If you require any assistance with literacy and numeracy, Worklinks will provide you with help. If you feel you would like additional support in this area during your course/program, please negotiate some additional support with your trainer/s.

### 5. PARTICIPANT SUPPORT

Worklinks staff are trained professionals who can assist you with any queries or problems you may have. Please feel free to ask any of your trainers if you want help with anything.

### 6. DISCIPLINARY PROCEDURES

Worklinks rarely, if ever, has any need for disciplinary procedures; however they are outlined here for your information: They are:

- Basic courtesy applies in all assessment, email, telephone or any other form of communication – no swearing, no verbal, sexual, racial harassment or any other form of discriminatory behavior.

### 7. ASSESSMENT POLICY & PROCEDURES

All participants at Worklinks will be fully informed of the assessment process and requirements relevant to your particular VET program and you will have the right to appeal if you are not satisfied with assessment decisions.

Outlined below are some things you should know about assessment.

#### 7.1 Competency-based assessment

Assessment for the components of your course will be competency-based. **What does it mean to be competent?**

People are considered to be competent when they are able to apply their knowledge and skills to successfully complete work activities in a range of situations and environments, in accordance with the standard of performance expected in the workplace.

#### 7.2 The assessment policy principles

The following represent the basic assessment principles of Worklinks. They are designed to promote fairness and equity in assessment.

- You will be given clear and timely information on assessment.

- The information given to you prior to any assessment will include:
  - \* advice about the assessment methods
  - \* assessment procedures
  - \* the criteria against which you will be assessed
  - \* when and how you will receive feedback
  - \* the mechanism for appeal.
- You will be made aware of your responsibilities in regard to assessment.
- The assessment approach chosen will take into account your language, literacy and numeracy needs.
- You will be asked for feedback on your assessment and you will be able to appeal any decisions if you feel you have not been assessed appropriately.
- If you are not competent the first time you do an assessment, you will be given other opportunities to demonstrate competency after you have done more work on the topic/task.

### 7.3 Plagiarism

All work submitted must be your own. When sourcing information from an external source (e.g. books, websites, newspapers etc) you must reference the literature. All online research must be accompanied by the website link. To reference a source, we recommend the Harvard Generator website [www.harvardgenerator.com](http://www.harvardgenerator.com)

- Step1: Select the source type (see image)
- Step 2: Enter in the relevant details
- The website will generate the appropriate referencing format for the source type

**Important:** All work must meet the criteria of authenticity and must be in your own words.

## 8. RECOGNITION (INCLUDING RECOGNITION OF PRIOR LEARNING [RPL])

When you look at what is included in the Learner guides and assessments, you may think there are some units of competency you can already do and would be competent in.

You could apply for what is called 'RECOGNITION' for that (or those) unit/s of competency. The steps that would generally be followed are outlined below:

**STEP 1:** Read the information in this section of this handbook. Request that your trainer send you the RPL application kit.

**STEP 2:** Discuss the RECOGNITION process with your trainer if you feel you are already competent in one or more units of competency. Ensure that you understand the full RECOGNITION application process, including the appeals process.

**STEP 3:** It is a good idea if you feel you already possess some of the competencies in the course you are about to do, to start with a self-assessment. You need to complete a separate RECOGNITION Self-assessment form for each unit of competency/module for which you are applying for RECOGNITION. Your trainer has these forms.

Evidence of competency can take many forms, and will usually include such things as:

- examples of work
- photographs, videos, letters and reports
- awards, certificates and qualifications
- employer references
- letters from work colleagues, etc.

**STEP 4:** Discuss your self-assessment with your trainer. If there are FULL units of competency for which you and your trainer feel RECOGNITION may be able to be given, you will be encouraged to move to the next step, the completion of the RECOGNITION application form.

**STEP 5:** Complete and submit the Participant Application for Recognition form.

**STEP 6:** Once given the result of your application, discuss the outcome with your trainer also, please provide feedback to your trainer on the RECOGNITION process itself.

**STEP 7:** Should you wish to appeal, complete the Participant RECOGNITION Appeals Form.

**STEP 8:** Discuss the outcome of the appeal, when known, with your trainer and provide feedback about the APPEAL process itself.

See your trainer for more information and for copies of the self-assessment and application forms.

**NOTE:** You do not need to go through the above process if you already have a Statement of Attainment from another Registered Training Organisation for any units of competency/learning outcomes which are the same as those in the course you are undertaking through Worklinks. You will be awarded automatic recognition in these cases.

## 9. COMPLAINTS/APPEALS

The following represents an overview of some parts of the policy.

*A complaint/appeal related to dissatisfaction with assessment and/or results and/or some administrative matter*

Should you wish to appeal against the results of an assessment or wish to make a complaint about any aspect of the delivery/assessment or an administrative matter, you need to follow the process outlined below:

- a. In the first instance, speak with the relevant Worklinks trainer and informally ask for a review of the result.
  
- b. Should this not resolve the matter to your satisfaction, put your complaint in writing to the CEO of Worklinks. All written complaints will be acknowledged in writing and you will be told how long it will take to investigate the matter. The outcome will also be put in writing to you.
  
- c. Should you still not be happy with the decision, you should contact the Department of Education and Training (DET) for advice.

At any stage, the decision may take one of several forms, including, for example:

- agreeing with the original result ie not allowing your appeal
- disagreeing with the original result and telling you what will now happen
- asking you if you want to re-sit the assessment.

## 10. ACCESS AND EQUITY

Discrimination occurs if a person treats someone differently on the basis of an attribute or characteristic such as gender, sexuality, race, pregnancy, physical or intellectual impairment, age, etc.

Worklinks strives to meet the needs of each participant through incorporating access and equity principles and practices, which acknowledge the right of all participants to equality of opportunity **without discrimination**.

For example, the following principles apply:

1. Your program will be adequately resourced and you will have trainers who have the required qualifications, in order to ensure you have quality outcomes.
  
2. Your training and assessment will be in line with industry standards to ensure quality outcomes for participants. As well, a variety of training/assessment methods will be used to cater for the different ways in which participants learn.
  
3. All participants will be actively encouraged to participate in VET programs, irrespective of background/cultural differences.

4. Literacy/numeracy support will be provided to give you every chance of success with your program.
5. Worklinks will openly value all participants, irrespective of background/culture/other differences and all participants will be made feel valued through the delivery of appropriate training/assessment methods and support structures.
6. Any complaints/grievances in relation to discrimination/harassment will be treated seriously, in line with the Worklinks *VET Policies and Procedures: Participant Complaints/Grievances/Appeals*.

To obtain a full copy of Worklinks's *VET Policies and Procedures: Access and Equity*, ask your Worklinks trainer.

## **11. ACCESS TO RECORDS & PARTICIPANT/PARENT CONSENT/ACKNOWLEDGEMENT FORM**

No staff member of Worklinks can provide information about you to a third party without your written permission. You have signed a consent form, allowing us to provide information about you to some third parties eg ASQA, third party supervisors.

You can have access to your own personal records at any time, by approaching the CEO. A record will be kept on your file that you have accessed your records.