

Worklinks

VET Student Handbook



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Welcome

Welcome to **Worklinks QLD Ltd (RTO ID: 30622)**. We're excited to have you join us and be part of our learning community.

Whether you're a school student, recently finished school, already working in an industry or looking for a fresh start, you're in the right place – and we're here to support you every step of the way.

Our trainers bring real-world industry experience and are passionate about supporting you to succeed. Behind them is a dedicated team of management, administrative and compliance staff working together to ensure you have a high-quality and well-supported learning experience. If you're studying through your school, we also work closely with your teachers to ensure your training meets industry standards and expectations.

At Worklinks, we're committed to creating a positive, inclusive and supportive environment where you feel welcomed, respected and encouraged to succeed. We're always working to improve what we do so you get the best possible experience.

If you ever need support, have a question or just need a bit of guidance – reach out. We're here for you. We look forward to being part of your journey.

Warm regards

Jan Robinson

Chief Executive Office



Worklinks acknowledges Australia's Aboriginal and Torres Strait Islander peoples, the traditional custodians of the lands on which we live, work and learn. We recognise First Peoples continuous connection to land, waters and community and their continued connection to and sharing of culture. We acknowledge and pay our respects to Elders past, present and emerging.

Introduction

This handbook has been developed to support you throughout your studies with Worklinks QLD Ltd (RTO ID: 30622). It provides important information about your course, your rights and responsibilities and the support services available to help you succeed.

Within this handbook, you will find key information about how your training is delivered, what is expected of you as a learner and how Worklinks will support you during your studies. It also includes summaries of relevant policies, procedures and processes to ensure you are informed, supported and able to participate fully in your training.

This information is provided to ensure you have clear, accurate and accessible guidance to support a positive and successful learning experience.

We encourage you to read this handbook carefully and refer to it whenever needed throughout your course.

If you have any questions, concerns, or require support at any stage, please reach out to your trainer or contact our office at training@worklinks.com.au. Our team is here to support you!

About Us

Worklinks QLD Ltd (RTO ID: 30622) is a community-focused, not-for-profit organisation that has been supporting people to build skills, confidence and future pathways since 1997.

We work alongside a diverse range of learners from school students and school leavers to adults looking to upskill or change direction – helping each person move forward in a way that works for them.

At the heart of what we do are strong community connections and partnerships allowing us to deliver training that is practical, relevant and connected to real opportunities.

As a nationally recognised Registered Training Organisation (RTO ID: 30622), Worklinks is regulated by the Australian Skills Quality Authority (ASQA). We deliver nationally recognised training in line with the Australian Qualifications Framework (AQF), as well as selected non-accredited training designed to meet individual and community needs.

We are committed to delivering high-quality training and assessment that meets the requirements of the **Standards for Registered Training Organisations (RTOs) 2025**, ensuring our training is relevant, compliant and focused on positive learner outcomes.

Worklinks is proud to be a **Skills Assure Provider**, recognised by the Queensland Government for delivering subsidised training that meets quality and performance expectations.



Our Vision

Our vision is to be the leading provider of support to our local communities in employment, training and development, delivered within a supportive and caring environment.

Our Mission

It is our mission to deliver high-quality, personalised services that connect individuals to training, education, employment and support opportunities, helping to build a stronger future for our local communities.

Our Values

The Worklinks **ASPIRE** Approach

At Worklinks, our values are at the heart of everything we do. We bring these to life through our **ASPIRE** approach, which guides how we support our students, work with our community and deliver our services:

Accountability –

We act with integrity, take responsibility for our actions and deliver on our commitments.

Support & Inclusivity –

We create a welcoming, inclusive environment where every individual feels supported and valued.

Professionalism

We maintain high standards in everything we do, ensuring respectful, reliable and quality service.

Innovation

We continuously look for better ways to support our students and improve our services.

Resilience

We adapt to challenges, embrace change and support our students to do the same.

Excellence

We strive to deliver the best possible outcomes and experiences for every learner.

These values shape your experience at Worklinks and reflect our commitment to supporting you to succeed.

Getting Started

Starting your training journey with Worklinks is designed to be simple, clear and supportive. This section outlines what you need to do before you begin your course and the key information you need to get started successfully.

Enrolment Types

Before commencing your training, you will need to complete the enrolment process. This includes providing accurate personal information, selecting your course and confirming your eligibility (where applicable).

Worklinks offers a range of enrolment options depending on your circumstances, including:

- School-based enrolments
- Fee-for-service enrolments
- Funded training enrolments (where available).

Our team will guide you through the process to ensure you are enrolled in the most suitable training option for your needs.

Getting Ready for Your Course

After your enrolment has been confirmed, you will receive a welcome email from Worklinks with all the key information you need to get started.

This email will outline:

- Your course details and commencement information
- Instructions for accessing any learning platforms (if applicable)
- Your trainer or main contact person
- Any steps you need to complete before your training begins.

We recommend saving this email so you can easily refer back to it during your course.

Ensuring the Right Fit for You

At Worklinks, we take the time to make sure your chosen course aligns with your needs, skills and goals, so you can begin your training with confidence.

As part of the enrolment process, we may discuss and consider:

- **Language, Literacy, Numeracy and Digital (LLND) Skills**
To support your ability to engage with training, complete assessments and navigate any online learning requirements. Where needed, additional support options can be provided.
- **Access to Equipment and Technology**
Depending on your course, you may need access to a suitable device, internet connection and relevant software or applications.
- **Course-Specific Requirements**
Certain courses may include practical components, work placement, or industry expectations. These will be clearly explained prior to commencement.

If there are any areas where you may need extra support, our team will work with you to put strategies in place to help you succeed throughout your training journey.

Unique Student Identifier (USI)

All students undertaking nationally recognised training in Australia are required to have a **Unique Student Identifier (USI)**.

A USI is a unique, lifelong reference number that:

- Links to an online record of your nationally recognised training and qualifications
- Allows your training results to be securely stored in one place
- Enables you to access your training history at any time.

You are required to provide your USI prior to the issue of any qualification or Statement of Attainment. Without a valid USI, Worklinks is unable to issue certification for your training.

If you do not already have a USI, you can create one at: <https://www.usi.gov.au>

Worklinks can also assist you with creating or locating your USI if needed.

Learner Unique Identifier (LUI)

If you are a school student in Queensland, you will also be issued with a **Learner Unique Identifier (LUI)**.

Your LUI is used to:

- Track your learning and achievements throughout your schooling
- Contribute towards your Queensland Certificate of Education (QCE)
- Ensure your training outcomes are accurately recorded with the Queensland Curriculum and Assessment Authority (QCAA).

If you are unsure of your LUI, you can obtain this from your school or speak with your Worklinks trainer for assistance.

Your Learning Experience

At Worklinks, your training is designed to be practical, supportive and relevant to real-world outcomes. This section outlines what you can expect from your training and assessment and how we support you throughout your learning journey.

Training and Assessment

Your course will include a combination of learning activities and assessment tasks designed to help you develop the knowledge and skills required for your qualification.

Training may be delivered through a range of methods, including:

- Face-to-face sessions
- Online learning
- Practical activities
- Workplace or simulated environments.

Assessment is how you demonstrate your skills and knowledge. Depending on your course, assessment methods may include:

- Written questions or quizzes
- Practical tasks or demonstrations
- Projects or assignments
- Observation in a workplace or simulated setting.

Your trainer will clearly explain each assessment task, including what is required and how it will be assessed.

Online Learning Platform (Canvas)

Depending on your course, you may be required to access learning materials and complete assessments through our online learning platform, **Canvas**.

Canvas allows you to:

- Access learning resources and course content
- Submit assessments
- View feedback and results
- Communicate with your trainer.

Your login details and instructions will be provided prior to commencement of your course. If you require support using Canvas, our team is available to assist you.

Progress and Course Participation

Active participation is an important part of your success.

Throughout your course, Worklinks will monitor your progress to ensure you are engaging with your training and completing your assessments within expected timeframes.

This may include:

- Reviewing your assessment submissions
- Monitoring your engagement with learning activities
- Checking in with you if progress slows or support may be required.

You are expected to:

- Participate in all scheduled training sessions and activities
- Complete assessments within agreed timeframes
- Maintain regular communication with your trainer
- Notify Worklinks if your circumstances change or you require support.

If you are experiencing challenges that may impact your progress, we encourage you to speak with your trainer as early as possible so that appropriate support strategies can be put in place.

Reassessment and Feedback

Assessment is designed to support your learning and help you achieve competency.

If you are assessed as **Not Yet Competent (NYC)** or **Unsatisfactory (US)**, you will:

- Receive clear and constructive feedback outlining what needs improvement
- Be given guidance on how to address any gaps in your knowledge or skills.

In most cases, you will be provided with the opportunity to:

- Resubmit your work, or
- Undertake a reassessment task.

Reassessment opportunities will be provided in line with Worklinks' assessment procedures and will ensure fairness and consistency for all students.

Your trainer will work with you to support your progress toward achieving competency.

Trainer Support

Your trainer plays an important role in supporting your learning and helping you succeed.

They will:

- Deliver training and explain course content
- Provide guidance on assessment requirements
- Offer feedback to support your development
- Be available to answer questions and provide clarification.

We encourage you to actively engage with your trainer by:

- Asking questions when you are unsure
- Seeking clarification on tasks or expectations
- Reaching out if you need additional support.

Maintaining open communication with your trainer will help ensure you stay on track and get the most out of your training experience.

Course Duration and Timeframes

Each course has an expected duration and timeframe for completion.

Your trainer will provide guidance on:

- Your course schedule or delivery plan
- Assessment timeframes and due dates
- Any key milestones throughout your training.

It is important to manage your time effectively and stay on track with your course requirements.

If you require additional time or experience delays, you should discuss this with your trainer as soon as possible so that appropriate arrangements can be considered.

Student Support, Wellbeing and Protection

Worklinks QLD Ltd is committed to supporting your wellbeing throughout your training.

We understand that students may experience personal, academic or external challenges that impact their ability to participate or succeed. Our team is here to support you and we encourage you to seek assistance early if you need it.

Support may include:

- Assistance from your trainer
- Academic and study support
- Guidance and referral to external services where appropriate

As part of our commitment to supporting young people, our trainers participate in **Youth Mental Health First Aid training**, enabling them to better recognise and respond to students who may require additional support.

We are committed to providing a learning environment that is **supportive, inclusive and respectful**, where all students feel safe, valued and able to succeed.

Worklinks' approach to student support is outlined in the **Student Support Policy**, available on our website or upon request.

Support Throughout Your Training

Support at Worklinks is ongoing and tailored to your individual needs.

Your first point of contact is your **trainer**, who will work closely with you throughout your course by:

- Providing guidance on your training and assessment
- Supporting your progress and helping you stay on track
- Offering feedback and clarification where needed.

In addition to trainer support, Worklinks also provides:

- **Language, Literacy, Numeracy and Digital (LLND) support** to assist with understanding course materials and completing assessments
- **Study and progress support**, including help with time management and workload
- **Support with accessing and using Canvas or other learning systems**
- **Wellbeing support**, where personal circumstances may be impacting your training.

If additional support is required, Worklinks may also refer you to appropriate **external support services**.

Support for School-Based Students

For students undertaking training through their school, Worklinks works closely with your school and VET teachers to ensure you are supported both academically and personally whilst participating in vocational education and training.

This partnership approach helps ensure your training:

- Aligns with school expectations
- Supports your overall learning and wellbeing
- Contributes successfully towards your QCE.

Access and Equity

Worklinks QLD Ltd is committed to ensuring that all students have fair and equitable access to education and training, regardless of their background, circumstances or individual needs.

We recognise that students come from diverse communities and may face different barriers to participation. Our approach focuses on identifying and addressing these barriers early, so that every student has the opportunity to engage, participate and succeed.

Worklinks supports the principles of **equal opportunity and affirmative action** in both education and employment. We are committed to fostering an environment that values diversity, encourages inclusion and is free from discrimination, harassment and vilification.

To support this, Worklinks:

- Provides flexible and supportive training approaches to meet individual needs
- Offers Language, Literacy, Numeracy and Digital (LLND) support and reasonable adjustments where required
- Works collaboratively with schools, employers and support networks to support student participation and success
- Promotes a culturally safe and inclusive environment where all individuals feel respected and valued.

All staff are responsible for upholding the highest standards of access and equity and are required to act in accordance with the Worklinks Code of Conduct. Students are also informed of their rights and

responsibilities through this handbook.

Worklinks does not tolerate discrimination, harassment, or vilification of any kind. Our practices align with relevant legislation, including the **Racial Discrimination Act 1975 (Cth)** and the **Anti-Discrimination Act 1991 (Qld)**.

All students have the right to:

- Be treated with dignity, fairness and respect
- Access appropriate support to participate in their training
- Learn in an environment that is safe, inclusive and free from discrimination.

Access and equity considerations are discussed during enrolment and may be reviewed throughout your training to ensure appropriate support is in place.

Further information is available in the Worklinks **Access and Equity Policy**, available on our website or upon request.

Reasonable Adjustment

Worklinks recognises that some students may require additional support to successfully complete their training.

Where appropriate, reasonable adjustment may be provided to support your participation in training and assessment.

This may include:

- Additional time to complete assessments
- Alternative assessment methods
- LLND support
- Use of assistive technology such as:
 - Immersive reader for assistance with text font and size, background colouring and translation into over 80 different languages with read aloud function in their chose language
 - Speech to text
 - Read aloud function.

Any adjustments will be discussed with you and implemented in a way that maintains the integrity of the qualification.

Wellbeing and Safe Learning Environment

Worklinks QLD Ltd is committed to providing a safe, respectful and inclusive learning environment where all students feel supported, valued and able to participate fully in their training.

We take a **zero-tolerance approach to discrimination, harassment, bullying or vilification** in any form.

This includes behaviour based on race, religion, culture, gender, disability, age or personal circumstances.

Our commitment to a safe learning environment is supported through:

- Clear expectations outlined in the Student Code of Conduct
- Staff training and awareness, including Youth Mental Health First Aid
- Access to support services and wellbeing pathways
- Processes for reporting and responding to concerns in a timely and appropriate manner.

All students are expected to:

- Treat others with dignity, respect and professionalism
- Contribute to a positive and inclusive learning environment

- Follow the Student Code of Conduct
- Report any concerns, incidents, or inappropriate behaviour.

If you feel unsafe, unsupported or experience any form of inappropriate behaviour you are encouraged to seek support immediately.

Worklinks is committed to maintaining a safe, respectful and inclusive learning environment for all students.

Accessing Support and Raising Concerns Early

Support is available at any stage of your training. If you experience any concerns during your training, we encourage you to raise them as early as possible so they can be addressed promptly.

You can access support by:

- Speaking directly with your trainer
- Contacting the Worklinks office
- Raising a concern through the feedback or complaints process.

We encourage you to reach out early if you need support – our team is here to work with you and help you succeed.

All concerns are taken seriously and will be handled confidentially, respectfully and in accordance with Worklinks' policies and procedures.

Complaints and Appeals

Worklinks has a formal **Complaints and Appeals process** to ensure all concerns are managed fairly, consistently and transparently.

You have the right to lodge a complaint or appeal in relation to:

- Your training or assessment
- A decision made by Worklinks
- Your overall experience as a student.

All complaints and appeals will be:

- Managed fairly and objectively
- Handled confidentially
- Addressed within reasonable timeframes
- Provided at no cost to the student.

Lodging a complaint or appeal will not disadvantage you in any way.

For full details, please refer to the Worklinks **Complaints and Appeals Policy**, available on our website or upon request.

Fees, Charges and Refunds

Fees and Charges

At Worklinks QLD Ltd, we are committed to being clear and transparent about all fees and charges so you can make informed decisions about your training.

Information relating to course fees, including any applicable government subsidies or funding, payment terms

and withdrawal and refund conditions, is made available to you prior to enrolment. This information is provided through our website and is also included within the enrolment process.

This ensures you have access to all relevant information before committing to your course or making any payments.

Following enrolment, you will be issued with a formal confirmation of your fees, outlining your course costs, any applicable subsidies and your payment arrangements.

All fee information provided by Worklinks is accurate, current and accessible, in line with our obligations under the Standards for Registered Training Organisations (RTOs) 2025. We encourage all students to review this information carefully and seek clarification if required prior to enrolling.

This section provides a summary only. Full details are outlined in the **Fees, Charges and Refund Policy**, available on our website or upon request.

Government-Subsidised Training

If you are eligible for subsidised training, your fees will be determined in accordance with relevant Queensland Government funding programs.

Worklinks will ensure that, prior to enrolment, you are clearly informed of:

- Your eligibility requirements
- Any conditions attached to the funding
- Your financial contribution.

You will receive a clear breakdown of:

- The subsidised amount
- Your student contribution
- Any applicable co-contribution fees.

Accessing subsidised training may impact your future eligibility for government-funded programs. It is your responsibility to ensure you understand these implications before enrolling.

Fee-for-Service (FFS) Training

For fee-for-service courses, students are responsible for the full cost of the course.

- Fees are required to be paid prior to commencement unless a payment plan has been formally approved
- All fees, payment terms and conditions will be clearly outlined as part of your enrolment and confirmed following enrolment.

Enrolment is confirmed only once all required documentation and payment arrangements have been finalised.

Payment Options and Terms

Worklinks offers flexible payment plan options where appropriate to support student access and participation.

Where a payment plan is approved:

- The agreed schedule is binding once confirmed
- Students are expected to meet all payment deadlines.

Failure to meet payment obligations may result in:

- Suspension of access to training and assessment

- Withholding of results or certification
- Cancellation of enrolment
- Referral of outstanding debts for recovery.

All outstanding fees must be paid in full before a qualification or Statement of Attainment can be issued.

Prepaid Fee Protection

To protect students, Worklinks does not collect more than **\$1,500 in prepaid fees at any time**, in accordance with Compliance Standard 18.

This approach reduces financial risk to students and ensures fair and responsible fee practices throughout your training.

Additional Fees

Additional fees may apply in certain circumstances. These may include, but are not limited to:

- Qualification certificate reprint – \$50
- Statement of Attainment reprint – \$20
- Credit Transfer administration – \$50
- Course extension (3 months) – \$300
- Replacement cards (e.g. White Card) – \$20

All applicable fees will be clearly communicated prior to enrolment or at the point they become relevant.

Refunds

Worklinks applies a fair, transparent and consistent approach to refunds, in line with **Australian Consumer Law**, funding requirements and the Standards for RTOs 2025.

Submitting a refund request does not affect your right to access the Complaints and Appeals process.

Detailed refund conditions are outlined in the **Fees, Charges and Refund Policy**.

Before Course Commencement

- Withdrawals made **7 days or more prior to the start date** may be eligible for a full refund of tuition fees (excluding any administration fee)
- Withdrawals made **within 7 days of commencement** are generally not eligible for a refund unless the student had been impacted by extenuating circumstances.

After Course Commencement

Refunds are not normally granted once training has commenced, unless:

- Required under Australian Consumer Law
- Required under a funding contract
- Approved due to exceptional or compassionate circumstances.

Extenuating Circumstances

Worklinks recognises that unexpected and unavoidable circumstances can occur.

Refunds may be considered where you are unable to continue your studies due to:

- Serious illness or injury
- Significant personal hardship
- Caring or family responsibilities
- Other circumstances outside your control.

All applications are assessed on a case-by-case basis. Supporting documentation may be required.

Non-Refundable Situations

Refunds will generally not be provided where:

- You withdraw without notice after the cooling-off period
- You fail to commence your course without contacting Worklinks
- You are withdrawn due to serious misconduct
- You choose not to continue for reasons unrelated to Worklinks' delivery or services.

Provider Cancellation

If Worklinks is unable to deliver your course or training product:

- You will be offered a transfer to an equivalent course at no additional cost, **or**
- You will receive a full refund for any training not yet delivered.

How to Request a Refund

To request a refund, you must:

1. Submit your request in writing to **training@worklinks.com.au**
2. Complete the Withdrawal/Refund Application Form
3. Provide supporting documentation where required
 - Applications are assessed within **14 days**
 - Approved refunds are processed within **4 weeks**
 - Refunds are issued via EFT to your nominated account.

If your application is not approved, you will be provided with written reasons and may lodge an appeal at no cost.

Financial Hardship

If you are experiencing financial difficulty, we encourage you to contact Worklinks as early as possible.

Where appropriate, we may:

- Review or adjust your payment arrangements
- Discuss available support options.

Our focus is to support you to continue your training wherever possible.

Changes to Fees or Courses

Worklinks will notify students as soon as practicable of any changes that may impact their enrolment, including:

- Changes to fees or payment arrangements
- Changes to government funding or subsidies
- Transition or supersession of training products.

All changes will be communicated clearly to ensure you are able to make informed decisions about your training.

Your Rights, Responsibilities and Code of Conduct

Our Commitment to You

At Worklinks QLD Ltd, we are committed to providing a safe, inclusive and supportive learning environment where all students are treated with fairness, dignity and respect.

We aim to ensure that every student is supported to participate fully in their training, achieve their goals and feel confident in their learning journey.

Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for all students at Worklinks. All students are expected to contribute to a **positive, safe and productive learning environment**.

This section should be read in conjunction with the **Worklinks Code of Conduct** and related policies, available on our website or upon request.

Expected Behaviour

Students are expected to:

- Take responsibility for their study program and actively participate in learning and assessment activities
- Treat all staff, students and stakeholders with courtesy, respect and professionalism
- Follow all reasonable instructions provided by Worklinks staff
- Maintain appropriate standards of behaviour, presentation and personal hygiene
- Wear appropriate clothing and personal protective equipment (PPE) where required
- Use Worklinks facilities, equipment and online systems appropriately.

Unacceptable Behaviour

Unacceptable behaviour includes, but is not limited to:

- Disruptive or disengaged behaviour that impacts the learning of others
- Abusive, threatening or aggressive conduct
- Harassment, bullying or intimidation
- Misuse of equipment, facilities or online platforms.

Worklinks reserves the right to take appropriate action where behaviour does not meet expected standards.

Your Rights as a Student

As a Worklinks student, you are entitled to:

- Be treated with fairness, dignity and respect at all times
- Learn in an environment that is safe, inclusive and free from discrimination, harassment or vilification
- Receive clear, accurate and timely information about your course, assessments, fees and expectations
- Access appropriate academic and wellbeing support
- Be assessed fairly, consistently and in accordance with the Principles of Assessment and Rules of Evidence
- Have your personal information kept private and secure in accordance with our Privacy Policy
- Access information held about you by Worklinks upon request
- Lodge appeals regarding assessment or procedural decisions
- Have complaints and appeals managed fairly, promptly, confidentially and without retribution
- Access a formal Complaints and Appeals process at no cost.

Your Responsibilities as a Student

As a Worklinks student, you are expected to take responsibility for your behaviour, participation and progress throughout your training.

This includes:

- Taking responsibility for your study program and actively participating in all learning and assessment activities
- Treating all staff, students and stakeholders with courtesy, respect and professionalism at all times
- Following all reasonable instructions provided by Worklinks staff

- Maintaining appropriate standards of behaviour, presentation and personal hygiene
- Wearing appropriate clothing and personal protective equipment (PPE) where required
- Completing all assessment tasks honestly and in accordance with academic integrity requirements
- Communicating any concerns, support needs or changes in circumstances that may affect your training
- Meeting all course requirements, including attendance, assessment deadlines and placement requirements (where applicable)
- Meeting agreed payment arrangements
- Complying with all Worklinks policies and procedures.

Failure to meet these responsibilities may result in formal intervention, disciplinary action or cancellation of enrolment.

Safe, Inclusive and Respectful Environment

Worklinks has a **zero-tolerance** approach to discrimination, harassment, bullying or vilification.

This includes behaviour related to:

- Race, ethnicity, or cultural background
- Religion or belief (including antisemitism)
- Gender, identity, or sexuality
- Disability or personal circumstances.

We are committed to providing a culturally safe environment where diversity is respected and all students feel supported to participate and succeed.

Any behaviour that compromises the safety or wellbeing of others will be taken seriously and addressed promptly.

Academic Integrity, Plagiarism and Use of Generative AI

Academic integrity is a core expectation at Worklinks. All assessment work must be your own, completed honestly and demonstrate your individual skills and knowledge.

Academic integrity requirements are outlined in the Worklinks **Assessment and Academic Integrity Policy**, available on our website or upon request.

Plagiarism and Academic Misconduct

Plagiarism includes:

- Copying work from another student
- Using content from the internet, books, or other sources without acknowledgement
- Submitting work completed by another person.

Other forms of misconduct include:

- Cheating during assessments
- Collusion (working with others where not permitted)
- Reusing previously submitted work without approval.

Use of Generative AI (e.g. ChatGPT and similar tools)

Worklinks recognises that generative AI tools are increasingly used in learning. However:

- AI tools **must not be used to generate assessment responses and submit them as your own work**
- Any use of AI must be **in line with trainer instructions and assessment requirements**
- Where permitted, AI use must be **acknowledged appropriately**.

Submitting AI-generated work as your own is considered **academic misconduct**.

Consequences of Academic Misconduct

Where academic integrity is breached, Worklinks may:

- Require resubmission of assessment
- Provide additional supervision or support
- Record the incident
- Apply disciplinary action where required.

Assessment, Recognition and Completion

Assessment Overview

Assessment is the process used to determine whether you have achieved the skills and knowledge required for your qualification.

At Worklinks, assessment is designed to be **practical, relevant and aligned to real industry expectations**.

We ensure that all assessment activities are structured, clearly explained and supported by your trainer so you understand what is required and how to succeed.

Assessment methods may include:

- Written tasks
- Practical demonstrations
- Projects or case studies
- Workplace observations or roleplays (where applicable).

You will be provided with clear instructions, timelines and assessment requirements and you are expected to actively engage and complete all assessment tasks.

For further information, please refer to the Worklinks **Training and Assessment Policy** and **Recognition Policy**, available on our website or upon request.

Quality of Assessment

Worklinks is committed to delivering assessment that is consistent, fair and of a high standard.

Principles of Assessment

All assessment is conducted to ensure it is:

- **Fair** – your individual needs are considered and support is provided where appropriate
- **Flexible** – assessment methods may be adapted to suit the learning context while maintaining integrity
- **Valid** – assessment accurately measures the required skills and knowledge
- **Reliable** – assessment decisions are consistent across students and assessors.

Rules of Evidence

All evidence collected must be:

- **Valid** – directly related to the competency requirements
- **Sufficient** – enough evidence is gathered to make a sound judgement
- **Authentic** – the work is your own
- **Current** – demonstrates your present level of competency.

Assessment Outcomes

At Worklinks, each unit of competency is made up of a series of individual assessment tasks.

Assessment Task Results

Each assessment task is marked as:

- **Satisfactory (S)** – you have met the required standard for that task
- **Unsatisfactory (U)** – further work is required to meet the standard.

If an assessment task is marked as **Unsatisfactory**, you will receive clear feedback outlining what needs to be improved and will be given the opportunity to resubmit.

Students are generally provided with **up to three (3) attempts** to achieve a satisfactory result for each assessment task. Where additional attempts are required, this will be supported through consultation with your trainer to ensure you are appropriately supported to achieve competency.

Where a student is experiencing difficulty, a meeting with the trainer may be required to:

- Review progress
- Identify any support needs
- Agree on appropriate next steps.

Unit Outcome

Unit results are recorded as:

- **Competent (C)** – you have met all required standards
- **Not Yet Competent (NYC)** – further evidence is required.

To be deemed **Competent (C)** in a unit of competency:

- All required assessment tasks must be completed and
- All assessment tasks must be assessed as **Satisfactory (S)**.

If one or more assessment tasks remain unsatisfactory, the unit outcome will be recorded as:

- **Not Yet Competent (NYC)**.

Reasonable Adjustment

Worklinks is committed to ensuring all students have a fair opportunity to demonstrate their competency.

Reasonable adjustment may be applied to:

- Assessment methods
- Instructions or resources
- Assessment conditions.

Adjustments are made in consultation with you as the learner and are designed to support your participation **without compromising the integrity or requirements of the assessment**.

Recognition of Prior Learning (RPL)

Recognition of Prior Learning (RPL) allows you to have your existing skills and experience formally recognised.

This may include skills gained through:

- Previous study
- Employment
- Life or community experience.

RPL is a structured, evidence-based process. You may be required to provide:

- Documentation and records
- Work samples
- Third-party reports
- Participation in interviews or practical assessment.

RPL applications are assessed against the same standards as all other assessment pathways. Fees may apply – refer to the Fees, Charges and Refund Policy for further information.

Credit Transfer (CT)

Credit Transfer recognises units of competency you have previously completed.

To be granted credit transfer:

- The unit must be the same or equivalent to the current unit of competency
- You must provide valid and verified documentation.

Credit transfer does not require reassessment and will be applied where appropriate.

Fees may apply – refer to the **Fees, Charges and Refund Policy** for further information.

Assessment Integrity and Academic Conduct

All assessment must be completed honestly and must reflect your own skills and knowledge.

Worklinks is committed to maintaining high standards of **assessment integrity and academic conduct**, ensuring that all assessment outcomes are valid, reliable and authentic.

Students are expected to act with honesty and integrity at all times.

You must not:

- Submit work that is not your own
- Copy, reproduce, or use another person's work without appropriate acknowledgement (plagiarism)
- Submit work completed wholly or partially by another person
- Submit AI-generated content as your own work
- Share your work with others for the purpose of copying
- Use unauthorised assistance during assessment.

The use of generative AI tools (such as ChatGPT or similar platforms) must comply with Worklinks requirements and your trainer's instructions. Where AI use is not permitted, submitting AI-generated content as your own work is considered a breach of academic integrity. Where AI use is permitted, you must follow all instructions provided, including acknowledging how the tool was used. Failure to comply may result in the assessment being marked as Not Yet Satisfactory and may lead to further action in line with Worklinks policies.

Issuing Qualifications and Statements of Attainment

Worklinks will issue certification documentation once you have:

- Successfully completed all required units of competency **and**
- Met all course requirements **and**
- Paid all outstanding fees.

You will receive either:

- A **Qualification Certificate and Record of Results**, or
- A **Statement of Attainment** (where applicable).

Certification will be issued within **30 calendar days** of completion, in line with regulatory requirements.

Student Feedback and Continuous Improvement

Worklinks QLD Ltd values student feedback as an important part of maintaining and improving the quality of our training and services.

Throughout your course, you may be invited to provide feedback through:

- Student surveys
- Course evaluations
- Informal discussions with your trainer or staff
- National surveys such as the **AQTF/NCVER Student Outcomes Survey**.

Providing feedback is **voluntary** and your responses are **confidential**. Feedback is used for improvement purposes only and will not impact your training, assessment outcomes, or relationship with Worklinks.

How Your Feedback is Used

Feedback collected from students, staff and industry stakeholders is regularly reviewed and analysed to:

- Identify areas for improvement
- Monitor the quality of training and assessment
- Enhance student support services
- Inform updates to courses, resources and delivery methods.

Where appropriate, improvements are recorded in Worklinks' **Continuous Improvement Register** and actions are implemented to enhance the student experience.

Continuous Improvement Commitment

Worklinks is committed to ongoing improvement and regularly reviews its:

- Training and assessment practices
- Student support services
- Policies and procedures
- Industry engagement and course relevance.

This ensures our training remains:

- Relevant to industry needs
- Compliant with regulatory requirements
- Focused on positive learner outcomes.

Encouraging Honest Feedback

We encourage all students to provide honest and constructive feedback based on their experience. Participation is voluntary and any incentive offered is not linked to your responses in any way.

Privacy, Data and Records Management

Worklinks QLD Ltd is committed to protecting your privacy and ensuring your personal information is collected, used, stored and disclosed in a lawful, secure and transparent manner.

We comply with the **Privacy Act 1988 (Cth)**, the **Australian Privacy Principles (APPs)** and other applicable legislation and regulatory requirements relating to the handling of personal and sensitive information.

Full details are outlined in the Worklinks **Data and Records Management Policy**, available on our website or upon request.

Collection of Personal Information

Worklinks collects personal information that is necessary to deliver training and meet our legal and regulatory obligations.

This includes information required to:

- Process your enrolment and confirm your identity
- Deliver training, assessment and student support services
- Monitor your progress and outcomes
- Issue qualifications and statements of attainment
- Meet reporting requirements to government departments and regulators

Information collected may include:

- Personal identification and contact details
- Unique Student Identifier (USI) and where applicable, Learner Unique Identifier (LUI)
- Academic records, enrolment details and results
- Information relating to your support needs or participation requirements,

Where sensitive information is collected, it will only be done where necessary and handled in accordance with privacy legislation.

Use and Disclosure of Information

Your personal information is used for purposes directly related to your training and participation with Worklinks.

This may include disclosure to:

- Government agencies and regulators (including **NCVER**) for reporting and statistical purposes
- State funding bodies where training is subsidised
- Third parties engaged by Worklinks to support training delivery (where applicable and authorised).

Worklinks will only use or disclose your information where:

- You have provided consent or
- It is required or authorised by law

Your information will never be sold or used for unrelated marketing purposes.

Storage, Security and Protection

Worklinks takes all reasonable steps to ensure your information is:

- Stored securely in protected systems
- Safeguarded against unauthorised access, loss, misuse or disclosure

- Maintained in a way that preserves confidentiality and integrity.

This includes:

- Secure electronic data management systems
- Controlled access to student records
- Safe handling of physical documents.

Access and Correction of Information

You have the right to:

- Access the personal information Worklinks holds about you
- Request corrections to ensure your information is accurate, complete and up to date

Requests can be made at any time by contacting Worklinks and will be managed in a timely and confidential manner.

Records Management and Retention

Worklinks maintains accurate and complete student records in accordance with regulatory and legislative requirements.

This includes:

- Retaining records of qualifications and Statements of Attainment
- Maintaining enrolment and assessment records
- Ensuring records are accessible for audit, reporting and verification purposes.

Retention of Assessment Evidence

In line with regulatory requirements, Worklinks retains completed assessment evidence for **a minimum period of two (2) years** from the date on which the judgement of competence for the unit of competency was made.

This ensures that:

- Assessment decisions can be validated
- Evidence is available for audit or review
- The integrity of assessment outcomes is maintained.

Retention of Certification Records

Worklinks retains records of all Australian Qualifications Framework (AQF) certification documentation issued for **a minimum of thirty (30) years**, including:

- Student name
- Unique Student Identifier (USI)
- Qualification or unit(s) achieved
- Date of issue.

These records are securely maintained to enable:

- Verification of qualifications
- Re-issuance of certification documentation where required
- Compliance with national regulatory requirements.

Confidentiality and Respect

Worklinks respects your privacy and is committed to maintaining the confidentiality of your personal information at all times.

All staff are required to:

- Handle personal information responsibly
- Maintain confidentiality

- Comply with organisational policies and legislative requirements.

This section provides an overview of how your information is managed. Full details are outlined in the **Data and Records Management Policy**, available on our website or upon request.

Legislation and Regulatory Information

Worklinks QLD Ltd operates within a comprehensive framework of Commonwealth and Queensland state legislation, regulatory requirements, funding obligations and quality standards that govern the delivery of vocational education and training (VET) in Australia.

As a Registered Training Organisation (RTO ID: 30622), Worklinks QLD Ltd is regulated by the Australian Skills Quality Authority (ASQA) and complies with the **Standards for Registered Training Organisations (RTOs) 2025**. These standards set the expectations for high-quality training and assessment, learner support and ongoing continuous improvement.

All nationally recognised training delivered by Worklinks aligns with the Australian Qualifications Framework (AQF), ensuring that qualifications are nationally consistent, industry-relevant and recognised across Australia.

Worklinks maintains a strong commitment to regulatory compliance and regularly reviews its systems, practices and policies to ensure they remain current, effective and aligned with legislative and regulatory expectations.

Key Legislation

Worklinks complies with a range of Commonwealth and Queensland legislation governs the delivery of vocational education and training and protects the rights, safety and wellbeing of students and ensure safe and equitable learning environments. This includes, but is not limited to:

- **National Vocational Education and Training Regulator Act 2011**
Establishes the national regulatory framework for Registered Training Organisations (RTOs) and outlines the powers and functions of the regulator
- **Student Identifiers Act 2014**
Requires all students undertaking nationally recognised training to have a Unique Student Identifier (USI) and governs the use of student training records
- **Work Health and Safety Act 2011 (Qld)**
Requires Worklinks to provide and maintain a safe and healthy learning and working environment for students, staff and visitors
- **Competition and Consumer Act 2010 (including Australian Consumer Law)**
Protects students as consumers by ensuring services are delivered fairly, transparently and as advertised
- **Disability Discrimination Act 1992**
Protects individuals with disability from discrimination and ensures equal access to education and support services
- **Racial Discrimination Act 1975**
Prohibits discrimination and vilification on the basis of race, colour, descent, or national or ethnic origin, including behaviours such as antisemitism
- **Age Discrimination Act 2004**
Protects individuals from discrimination based on age in education, employment and access to services
- **Sex Discrimination Act 1984**
Prohibits discrimination based on sex, gender, sexual orientation and related attributes and supports safe and respectful environments
- **Privacy Act 1988 (including the Australian Privacy Principles)**
Governs how personal information is collected, used, stored and disclosed, ensuring privacy and

confidentiality are maintained

- **Fair Work Act 2009**
Regulates workplace rights and responsibilities, including pay, conditions and protections for employees and trainees
- **Copyright Act 1968**
Regulates the use, sharing and reproduction of learning materials and intellectual property
- **Further Education and Training Act 2014 (Qld)**
Provides the legislative framework for vocational education and training in Queensland, including funding and participation requirements
- **Further Education and Training Regulation 2014 (Qld)**
Supports the FET Act by outlining specific requirements relating to VET delivery, funding and compliance in Queensland.

These laws ensure that students are protected, training is delivered safely and fairly and that Worklinks meets its obligations as a training provider.

Student Rights and Protections

As a student with Worklinks, you are protected by these laws and have the right to:

- Be treated with fairness, dignity and respect at all times
- Learn in an environment that is safe, inclusive and free from discrimination, harassment and vilification
- Have your personal information handled securely and confidentially
- Receive accurate, clear and timely information about your training, assessment and progress
- Access appropriate support services to assist your participation and success
- Provide feedback, raise concerns and lodge complaints or appeals without fear of disadvantage or Retribution.

Worklinks Commitment to Compliance and Quality

Worklinks is committed to upholding the highest standards of compliance, quality and ethical practice.

We achieve this by:

- Implementing systems and processes that align with the Standards for Registered Training Organisations (RTOs) 2025
- Ensuring training and assessment practices meet industry, regulatory and learner needs
- Maintaining effective governance, risk management and continuous improvement processes
- Actively monitoring compliance across all training delivery, including third-party arrangements
- Regularly reviewing and updating policies, procedures and training products.

Our focus is to ensure that all learners are provided with a high-quality, supportive and compliant training experience that leads to meaningful and recognised outcomes.

This framework ensures that Worklinks delivers training that is compliant, high-quality and focused on achieving positive learner outcomes in line with national standards.

Key Contacts and Getting Help

At Worklinks QLD Ltd, we are here to support you throughout your training journey. If you need assistance, have a question, or are unsure about anything, we encourage you to reach out early so we can provide the right support.

Who to Contact

Your Trainer


Your first point of contact for:

- Course information and expectations
- Assessment support and feedback
- Progress and study assistance.

Worklinks Office

For general enquiries, enrolment support, or administrative assistance:

 **Email:** training@worklinks.com.au

 **Phone:** 1300 852 359

Our team can assist with:

- Enrolments and course information
- Fees and payments
- Access to support services
- General enquiries.

Raising Concerns

If something isn't right, we encourage you to speak up early.

You can:

- Speak directly with your trainer
- Contact the Worklinks office
- Access the formal **Complaints and Appeals process**.

All concerns are handled:

- Promptly
- Fairly
- Confidentially
- At no cost to the student.

Student Support and Wellbeing

If you are experiencing personal challenges, wellbeing concerns, or barriers to your learning, support is available.

Worklinks can assist with:

- Study support and learning assistance
- Referral to external support services
- Guidance around managing your training.

As part of our commitment to supporting learners, Worklinks trainers are trained in **Youth Mental Health First Aid** to help recognise and respond to students who may need additional support.

Worklinks' approach to student support is outlined in the **Student Support Policy**, available on our website or upon request.

Additional Support Services

If you need support outside of Worklinks, there are a range of **free and confidential services** available to assist you with your wellbeing, studies, finances, legal matters, or personal circumstances.

These services are independent of Worklinks and are available to support you at any time.

Wellbeing and Mental Health Support

Service	Phone	Website	How they can help
Lifeline	13 11 14	https://www.lifeline.org.au	24/7 crisis support and counselling
Beyond Blue	1300 22 4636	https://www.beyondblue.org.au	Mental health support, anxiety and depression
Suicide Call Back Service	1300 659 467	https://www.suicidecallbackservice.org.au	24/7 counselling for people in distress or supporting someone at risk
Headspace	1800 650 890	https://www.headspace.org.au	Mental health support for young people (12–25 years)
Kids Helpline	1800 55 1800	https://kidshelpline.com.au	Free counselling for young people aged 5–25
13YARN	13 92 76	https://www.13yarn.org.au	24/7 culturally safe crisis support for Aboriginal and Torres Strait Islander people

Study and Learning Support

Service	Phone	Website	How they can help
Reading Writing Hotline	1300 655 506	https://www.readingwritinghotline.edu.au	Free help with literacy, numeracy and study skills

Financial and Government Support

Service	Phone	Website	How they can help
Services Australia (Centrelink)	13 10 21	https://www.servicesaustralia.gov.au	Financial support including Youth Allowance, Austudy and Abstudy
National Debt Helpline	1800 007 007	https://www.ndh.org.au	Free financial counselling and debt advice

Training, Employment and Legal Support

Service	Phone	Website	How they can help
Queensland Training	1800 773 048	https://www.trainingombudsman.qld.gov.au	Support with training complaints and disputes

Ombudsman			
Fair Work Ombudsman	13 13 94	https://www.fairwork.gov.au	Advice on workplace rights, pay and conditions
Legal Aid Queensland	1300 65 11 88	https://www.legalaid.qld.gov.au	Free legal advice and information
Community Legal Centres QLD	(07) 3392 0092	https://communitylegalqld.org.au	Free legal help for a range of issues
Australian Centre for Disability Law	1800 800 708	https://www.disabilitylaw.org.au	Legal advice and advocacy for people with disability
Relationships Australia	1300 364 277	https://www.relationships.org.au	Counselling and family/relationship support

Emergency Support

If you are in immediate danger or require urgent assistance:

- **Emergency Services:** 000
- **Lifeline (24/7 crisis support):** 13 11 14

A Reminder

You are not expected to manage challenges alone. If you need support, we encourage you to:

- Reach out to your trainer or the Worklinks team, or
- Access one of the free services listed above

We're Here for You

We are committed to creating a supportive, respectful and responsive learning environment. No question is too big or too small, if you need help, please reach out.