



# STUDENT VET HANDBOOK

Worklinks Qld Ltd

Community partnerships promoting ...  
enterprise, employment, education and training

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## Welcome

Thank you for choosing Worklinks Qld Ltd (Registered Training Organisation #30622) to be your partner in your training journey. You may be a school student, school leaver or you may have been working in an industry for many years or even looking for a change of career - whatever your circumstances, our Worklinks staff are here to support you.

Worklinks employs highly industry-skilled and experienced trainers who have done the hard yards in their industry and who are willing to support you and impart their wealth of knowledge to you. They are supported by a team of experienced management, administrative and compliance staff. If you are a school student, Worklinks works closely with your vocational trainer to ensure your VET course is of industry standard.

We certainly hope that your experience at Worklinks meets and exceeds your expectations! Worklinks is committed to providing you with the best possible service that we can and we continually strive to improve, remain current with industry standards and achieve best practice in all that we do.

Please do not hesitate to reach out to us by way of email phone or through the contacts page on our website. We are here for you!

All the best with your training, We look forward to sharing this journey with you.....

Warmest regards

Jan Robinson

Chief Executive Officer

Worklinks incorporates the **values** of:

- Integrity – acting fairly, ethically and open
- Inclusivity – promoting participation for all individuals
- Resilience – rapidly adapting and responding to change and risk
- Innovation – always seeking improved ways of working and supporting individuals
- Excellence – providing the best possible service at all times.

Our stakeholder **service standards** are based on:

- Professionalism
- Responsiveness
- Clear communication
- Empathy
- Respect
- A people-first attitude/approach.

We will treat you professionally, with respect and will respond quickly to all enquiries/matters/concerns. We will show empathy and will always adopt a personal and 'people first' approach in our dealings with you.

## Introduction

This handbook contains information relating to your studies with Worklinks Qld Ltd (RTO 30622). We encourage you to read through the information and retain a copy for future reference. There is a range of information covered here including summaries of our policies and procedures.

Should you have any concerns or questions during your course, we encourage you to contact us at 5498960 either through your Trainer or by contacting the office (email: [training@worklinks.com.au](mailto:training@worklinks.com.au)).

## About Us

Worklinks Qld Ltd is a not-for-profit community organisation. Since 1997 we have been providing employment and training services to members of our community, including young people at school, recently out of school, and mature-aged people. We pride ourselves on providing quality services and programs – tailored to individual needs – and based on strong community networks and partnerships.



We are proud to be a Skills Assure Provider! The new Skills Assure identifier will make it easier to recognise providers that offer training subsidised by the Queensland Government. To find out more about Skills Assure refer to the website [desbt.qld.gov.au/skillsassure](https://desbt.qld.gov.au/skillsassure).

## Details

Registered Name:	Worklinks Qld Ltd
Trading Name:	Worklinks Qld Ltd
National ID:	30622

## Registered Training Organisation (RTO)

Worklinks Qld Ltd is a nationally recognised training organisation registered with the Australian Skills Quality Authority (ASQA) ([www.asqa.gov.au](http://www.asqa.gov.au)). ASQA is the national regulator of vocational education and training. We deliver nationally recognised training as described under the Australian Qualifications Framework (AQF – [www.aqf.edu.au](http://www.aqf.edu.au)). RTOs are recognised nationally and internationally as providers of quality-assured training and qualifications. We also offer non-accredited courses tailored to meet individual needs.

As a registered training organisation, Worklinks acts in the best interests of our clients, students, employers and employees and meets the Standards for Registered Training Organisations 2015.

## Student Code of Conduct

The Student Code of Conduct outlines the expected standard of behaviour for all students. In general it is expected that as a student you will:

- Be responsible for your study program
- Treat staff and fellow students courteously and with consideration at all times
- Maintain a reasonable standard of grooming, including appropriate standards of hygiene, clothing, including PPE (personal protection equipment), appropriate to your workplace if applicable.

All students have the right to:

- Be treated fairly and with respect by all students and staff
- Not be harassed, victimised or discriminated against on any basis
- Learn in a supportive environment which is free from harassment, discrimination and victimisation
- Have their personal details and records kept private and secure according to our Privacy Policy
- Access any information that Worklinks holds about them
- Have their complaints and appeals dealt with fairly, promptly, confidentially and without retribution
- Make appeals about procedural and assessment decisions
- Receive training, assessment and support services that meet their individual needs
- Be given clear and accurate information about their course, training and assessment arrangements and their progress
- Access the support they need to effectively participate in their training program.

We are committed to promoting a safe and healthy work/study environment as per the Work Health and Safety Act 2011. As far as is practicable, we will provide and maintain a working environment where our employees and students are not exposed to hazards. The Act also requires individuals to take responsibility for contributing to their own safety in all circumstances.

## Access and Equity

Worklinks provides equal opportunity and affirmative action in employment and education.

All of our staff have a responsibility to uphold and maintain the highest possible standards of access and equity for all our students and clients. All staff are required to act in accordance with our Code of Conduct and all students and clients are made aware of their rights and responsibilities through this student handbook.

We recognise the principles of access and equity and the rights of all people to be treated in a fair and equitable manner, not subject to discrimination or harassment. Worklinks strives to provide full and equal participation for all students and staff and to foster a learning and work environment which values diversity, encourages acceptance and is free of discrimination and harassment.

## Enrolment Types

As previously mentioned, Worklinks Qld Ltd is a Skills Assure Supplier of Queensland Government subsidised training. As a Skills Assure Supplier, we are able to offer funded training under a variety of funding sources including, eg, Certificate 3 Guarantee and Skilling Queenslanders for Work. Eligibility applies for subsidised training.

When making the decision to accept Queensland Government funded training, please take into consideration the implications of accepting a funded place and how this may affect your future plans and decisions. This will be discussed further with you at the time of enrolment. For example: Under the Certificate 3 Guarantee Program, you can only receive funding towards your FIRST post- school qualification. Under VET in Schools (VETiS) funding, you can only receive funding for one qualification at the Certificate I or II level.

Should you not be eligible to access Queensland Government subsidised training, or the training of your choice is not funded, the program will be charged at a Fee for Service rate, meaning the cost of the training will be higher than the subsidised programs.

For further information on eligibility for funded training, refer to the Department of Youth Justice, Employment, Small Business and Training website: <https://desbt.qld.gov.au/training/providers/funded>.

### **REMEMBER...**

Before you send back your enrolment documents, it is important we remind you that you can only access each of the following subsidies ONCE – the Certificate 3 Guarantee or Higher Level Skills Subsidies.

For important information relating to these subsidies, please follow the below links and read the websites carefully.

<https://www.qld.gov.au/education/training/subsidies/higher>  
<https://www.qld.gov.au/education/training/subsidies/certificate>  
<https://desbt.qld.gov.au/training>

If you have any questions regarding this, please do not hesitate to contact our training team.

## Fees and Charges

Worklinks fees and charges are applicable to the type of enrolment and program, for example:

- Certificate 3 Guarantee fees are subsidised, student contribution fees are payable at point of enrolment and the amount will be advised by Worklinks.
- VETiS (VET in Schools) funded by the VET Investment budget (Queensland Government) is fee free for school students.
- Fee for Service fees are not subsidised, and are generally paid for at the point of enrolment, unless otherwise negotiated.

Worklinks collects fees in advance of the training and assessment being conducted. To ensure the protection of fees paid in advance, Worklinks will accept payment of no more than \$1500 from an individual learner prior to commencement in the course. Should the cost of training exceed \$1500, a payment schedule will be prepared and provided to the student.

Unless otherwise specified, course fees include the cost of all compulsory training and assessment materials. No additional charges will be made.

### Concession Fees

Fees may apply at a reduced rate, should a student be a holder of a valid concession card (Health Care Card, Pensioner Card), or other identified concession avenues as per the relevant program.

### Credit Transfer

Should a student be granted Credit Transfer for a unit of competency in which they have already demonstrated competency, no fees will be charged for that unit of competency. If fees have already been paid, a refund of that unit's fees will be made or the student's final invoice will be reduced to reflect the Credit Transfer.

### Employer Contribution

Additional fees may be charged to the employer, but will be defined prior to enrolment. These fees will consider such things such as location of the worksite, accommodation, or any site-specific training that Worklinks staff may have to undertake. The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

### Replacement of Awards

Worklinks will charge for the reissue or copies of misplaced awards, including Record of Results, Statements of Attainment, Certificate Reprints (eg Certificate/Diploma) or other formal certification as per:

- Statement of Attainment or other Reprint \$20

Payment is to be made at request of reprint.

## Refunds

There are no refunds available for Certificate 3 Guarantee or Fee for Service students unless the following occurs:

- Worklinks has to cancel or postpone a course prior to its scheduled commencement date, if required. All course fees will be refunded in full or transferred, should this occur.
- If a student withdraws from the program prior to commencement of training, a full refund will be given of fees paid.

The Employer Contribution will be subject to a refund less the incurred expenses at the time of withdrawal/cancellation, calculated at a cost per unit of competency.

## Consumer Protection

Students, as consumers, play an important role in promoting quality training. This is why it is important for you as a student to know your rights when undertaking training and how to provide feedback for us to help resolve any issues you may have.

### Your rights and obligations

All students have the right to:

- Expect the education and training they receive to be of a quality consistent with the Standards for Registered Training Organisations 2015, and contractual requirements by relevant state funding authorities.
- Be informed about personal information that is collected about them and the right to review and correct that information
- Access to a provider's consumer protection complaints system.

All students have obligations including, but not limited to:

- Provide true and accurate information to the provider
- Behave in a responsible and ethical manner.

### Our obligations

All RTOs have obligations including, but not limited to:

- Provide the training and support necessary to allow the student to achieve competency
- Provide a quality training and assessment experience for all students
- Provide a clear and accessible feedback and consumer protection system including and identified consumer protection officer
- Maintain information and adhere to privacy legislation.



## Feedback, complaints and appeals

Worklinks is committed to a process of continuous improvement based on feedback from students, trainers, employers and other stakeholders. We welcome your comments which will help us improve our services, products and processes.

Despite all efforts of Worklinks to provide a high standard of service to its students, clients and other stakeholders, complaints and appeals may occasionally arise which require formal resolution. All complaints, appeals and feedback are taken seriously and will be treated fairly, equitably, and in a timely manner.

Students and clients are encouraged, wherever possible, to resolve concerns or difficulties directly with the person/s concerned before it becomes a formal complaint. The Worklinks team is available to assist student to resolve their issues at this level.

Complaints and appeals may be made in relation to any of Worklinks' services, activities and decisions such as:

1. The application and enrolment process
2. The quality of training and assessment provided
3. Training and assessment matters, including student progress, assessment and outcomes
4. Access to personal records
5. Decisions made by Worklinks QLD Ltd
6. The way someone is treated
7. Students
8. Trainer and assessors
9. Worklinks staff or Third Parties
10. Other learners

Should the issue not be resolvable, and you wish to submit a formal complaint, the process is as follows:

1. Submit an outline of your complaint/appeal in writing to email [training@worklinks.com.au](mailto:training@worklinks.com.au)
2. You will be provided with notification of receipt of your complaint within 2 business days
3. Your complaint/appeal will be reviewed and presented to the CEO for review
4. Worklinks will be in contact with the complainant/appellant within 14 business days of receipt of the complaint/appeal
5. An outcome should be resolved with a period of 30 days from the receipt of the initial complaint/appeal.

Should the matter be complex, the resolution may take longer than the abovementioned timeframes. If Worklinks considers it necessary, we will inform the complainant/appellant in writing, including why and we will maintain regular contact and updates on progress of the matter. Students will be kept up to date during the process and enrolment will be maintained. All records will be treated as confidential and are covered by our Privacy Policy.

Should you feel that your matter is still unresolved, you are able to seek advice from the Queensland Training Ombudsman, an independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints. They offer a free, confidential and independent service to review and resolve enquiries and complaints from anyone involved in vocational education and training ([www.trainingombudsman.qld.gov.au](http://www.trainingombudsman.qld.gov.au)).

All documentation relating to complaints or appeals should be archived for audit purposes. ASQA accepts complaints about training providers such as Worklinks from all members of the community. ASQA takes a risk-assessment approach to student complaints, which allows them to focus on risks to the quality of vocational education and training in Australia.

ASQA is not a consumer protection agency and cannot act as an advocate for individual students. However, ASQA highly values complaints about training providers—all complaints are used as intelligence to inform regulatory activities. For more information on how ASQA handles complaints, refer to ASQA's policy on [Managing complaints about training providers](#).

[Managing complaints about training providers \(PDF\)](#)

A further option available to students and organisations is the National Training Complaints Hotline. This number is 13 38 73 and is staffed Monday–Friday, 8 am to 6 pm nationally. More details on the National Complaints Hotline can be found at [www.education.gov.au/NTCH](http://www.education.gov.au/NTCH).

## Privacy Policy

### ***Why we collect your personal information***

As a registered training organisation (RTO), we collect your personal information so we can process and manage your enrolment in a vocational education and training (VET) course with us. If we are unable to gather your personal information as required, we may be unable to continue your enrolment.

### ***How we use your personal information***

We use your personal information to enable us to deliver VET courses to you, and otherwise, as needed, to comply with our obligations as an RTO.

### ***How we disclose your personal information***

We are required by law (under the National Vocational Education and Training Regulator Act 2011 (Cth) (NVETR Act)) to disclose the personal information we collect about you to the National VET Data Collection kept by the National Centre for Vocational Education Research Ltd (NCVER). The NCVER is responsible for collecting, managing, analysing and communicating research and statistics about the Australian VET sector. We are also authorised by law (under the NVETR Act) to disclose your personal information to the relevant state or territory training authority.

### ***How the NCVER and other bodies handle your personal information***

The NCVER will collect, hold, use and disclose your personal information in accordance with the law, including the Privacy Act 1988 (Cth) (Privacy Act) and the NVETR Act. Your personal information may be used and disclosed by NCVER for purposes that include populating authenticated VET transcripts; administration of VET; facilitation of statistics and research relating to education, including surveys and data linkage; and understanding the VET market.

The NCVER is authorised to disclose information to the Australian Government Department of Employment and Workplace Relations (DEWR), Commonwealth authorities, State and Territory authorities (other than registered training organisations) that deal with matters relating to VET and VET regulators for the purposes of those bodies, including to enable:

- administration of VET, including program administration, regulation, monitoring and evaluation
- facilitation of statistics and research relating to education, including surveys and data linkage
- understanding how the VET market operates, for policy, workforce planning and consumer information.

The NCVER may also disclose personal information to persons engaged by NCVER to conduct research on NCVER's behalf. The NCVER does not intend to disclose your personal information to any overseas recipients. For more information about how the NCVER will handle your personal information please refer to the NCVER's Privacy Policy at [www.ncver.edu.au/privacy](http://www.ncver.edu.au/privacy).

If you would like to seek access to, or correct your information, in the first instance please contact the Worklinks team.

DEWR is authorised by law, including the Privacy Act and the NVETR Act, to collect, use and disclose your personal information to fulfil specified functions and activities. For more information about how DEWR will handle your personal information, please refer to the DEWR VET Privacy Notice at <https://www.dewr.gov.au/national-vet-data/vet-privacy-notice>. If you do not have access to a computer to view this notice, please advise the Worklinks team and they will provide you with a hard copy.

### **Surveys**

You may receive a student survey which may be run by a government department or an NCVER employee, agent, third-party contractor or another authorised agency. Please note you may opt out of the survey at the time of being contacted.

At any time, you may contact Worklinks Qld Ltd to:

- request access to your personal information
- correct your personal information
- make a complaint about how your personal information has been handled
- ask a question about this Privacy Notice.

## Unique Student Identifier (USI)

From 1 January 2015, Worklinks Qld Ltd can be prevented from issuing you with a nationally recognised VET qualification or statement of attainment when you complete your course if you do not have a Unique Student Identifier (USI). In addition, we are required to include your USI in the data we submit to NCVER. If you have not yet obtained a USI you can apply for it directly at <https://www.usi.gov.au/students/create-your-usi> on computer or mobile device.

You may already have a USI if you have done any nationally recognised training, which could include training at work, completing a first aid course or RSA (Responsible Service of Alcohol) course, getting a white card, or studying at a TAFE or training organisation. It is important that you try to find out whether you already have a USI before attempting to create a new one. You should not have more than one USI. To check if you already have a USI, use the 'Forgotten USI' link on the USI website at <https://www.usi.gov.au/faqs/i-have-forgotten-my-usi/>.

## Learner Unique Identifier (LUI)

If you are currently studying at a secondary school in Queensland you will have been issued with a LUI. A LUI is a 10-digit number issued by a Queensland Curriculum and Assessment Authority (QCAA) to young Queenslanders during Year 10 or in the 12 months before they turn 16 years old. A LUI is only required if you are registered for a Qld Certificate of Education (QCE), eligibility for a QCE and currently enrolled in a Qld secondary school.

## Language, Literacy and Numeracy

At enrolment, you will be asked to participate in a short language, literacy and numeracy assessment. This assessment is not to be considered as a pass or fail exam, but the findings of your assessment will be provided to your Trainer so that they are able to assist you throughout your studies. Should you require additional assistance in any area, Worklinks will endeavour to seek out and recommend relevant professionals to assist.

## Student Support

Worklinks offers training support service to all students who have any questions or difficulties regarding their training and/or their future career development. Please speak to your Trainer in the first instance.

Listed below are a number of additional external services:

Service	Phone	Website	Purpose
Reading and Writing Hotline	1300 655 506	<a href="http://www.readingwritinghotline.edu.au">www.readingwritinghotline.edu.au</a>	Advice and referral to one of 1200 providers of courses in adult literacy and numeracy
Centrelink	1800132317	<a href="http://www.centrelink.gov.au">www.centrelink.gov.au</a>	Financial assistance <ul style="list-style-type: none"> <li>• Pensioner supplement</li> <li>• Abstudy</li> <li>• Austudy</li> <li>• Youth allowance</li> </ul>
Queensland Training Ombudsman	1800 7730 48	<a href="http://www.trainingombudsman.qld.gov.au">www.trainingombudsman.qld.gov.au</a>	An independent office that provides Queenslanders with dedicated support to resolve training issues or make complaints.
Australian Centre for Disability Law	1800 800 708	<a href="http://www.disabilitylaw.org.au">www.disabilitylaw.org.au</a>	Promotes and protects the human and legal rights of people with disability and their supporters through legal advocacy
Lifeline	131114	<a href="http://www.lifeline.org.au">www.lifeline.org.au</a>	Counselling service
Fair Work Australia	1300 799 675	<a href="http://www.fwa.gov.au">www.fwa.gov.au</a>	National workplace relations tribunal
Beyond Blue	1300 224 636	<a href="http://www.beyondblue.org.au">www.beyondblue.org.au</a>	Provides information and support to help everyone in Australia achieve their best possible mental health, whatever their age and wherever they live.

## Accidents/First Aid

Should an accident or incident that requires first aid occur at a Worklinks site, it must be reported immediately to your Trainer/Assessor. The details will be recorded on an Accident Report Form and signed by both the Trainer/Assessor and yourself.

Appropriate first aid will be administered and external assistance will be sought should it be required.

If an accident or incident that requires first aid occurs at the workplace during your work placement, please notify your supervisor and follow the relevant workplace processes. In addition please advise Worklinks on [training@worklinks.com.au](mailto:training@worklinks.com.au) or by phone.

## Copyright

Worklinks adheres to the rules which exist for Training Institutions under the Copyright Act 1968. Students should be aware that any reproduction of course/learning materials including text books, without the prior written consent of Worklinks is a breach of Copyright Laws. If necessary Worklinks will pursue the remedies available to us if there is a copyright breach under the Act and its Regulations to protect our rights and entitlements.

## Assessment

As a provider of vocational training and education programs, Worklinks provides competency based assessment. Competency is defined by the Standards for Registered Training organisations (RTOs) 2015 as: *“consistent application of knowledge and skill to the standard of performance required in the workplace. It embodies the ability to transfer and apply skills and knowledge to new situations and environments”*.

This means that students are assessed against industry determined competency standards that are set out in the related training package or accredited course. These competency standards (known as “units of competency”) describe the discrete work tasks and knowledge, as well as the technical and employability skills that a person needs to perform a task effectively in the workplace.

Competency is assessed by comparing the prescribed units of competency with the student’s evidence of performance and their ability to apply their skills and knowledge in a range of situations and environments.

A qualified Trainer and Assessor is a person who is recognised by Worklinks as meeting the national standards for assessment and training delivery as identified by ASQA. Worklinks’ Trainers and Assessors are able to conduct assessment only in areas which they have relevant vocational competencies and training qualifications. They must be competent in the training and assessment competencies to the national standards required.

The assessment process your Trainer/Assessor uses must conform to the following principles:

#### *Validity*

Valid assessment actually assesses the competency it is meant to assess. A valid assessment of a particular unit will assess performance criteria that are part of that unit. Evidence is collected from activities and tasks that clearly relate to the Unit of Competency, and evidence must:

- Demonstrate that all the performance criterion have been met
- And is sufficient.

#### *Reliability*

Reliable assessment produces the same judgment about a person's competency when the assessment is completed by another assessor and/or on multiple occasions:

Assessment practices will be monitored and reviewed to ensure that there is consistency in the interpretation of the evidence and assessors are competent against the National Workplace Assessor Competency Standards

#### *Fairness*

Assessment is fair if it does not disadvantage any student in relation to another.

Assessment practices and methods must be equitable to all groups of applicants. Assessment processes and criteria for determining performance must be made clear to all applicants seeking assessment. Applicants must be provided with opportunity to challenge the assessment

#### *Flexibility*

Flexible assessment remains valid, reliable and fair while dealing with:

- The way the competency was developed or acquired through a formal training course or through on the job experience
- Any disability that the applicant might have eg hearing impairment, or reading difficulties
- The equipment used to demonstrate competence eg the familiarity of the equipment to the student.
- Different periods over which the assessment might be done eg the need to apply the entire assessment at one time or parts of the assessment as a person learns. This would most likely result in the student being assessed in individual learning outcomes or the elements that make up the competency.

Worklinks ensures that only students who hold the requisite skills and knowledge as set out in the unit of competency are marked as "competent". Worklinks does this by:

- Ensuring that its assessment tasks meet the requirements of the training package or accredited course

- Ensuring its assessment processes are valid, fair, flexible and reliable
- Ensuring assessment processes are carried out in a way that is consistent with the Qualification Training and Assessment Strategy documented during course development and regularly updated
- Providing comprehensive assessments and supportive documentation with clear information trainers and assessors
- Continually reviewing and improving assessment processes, tools and records
- Having a planned schedule of validation activities that ensures effective validation are achieved
- Ensuring that Assessors follow the rules of evidence and sight current, sufficient, authentic and valid evidence when forming their assessment decision.

Assessments are broken up generally into a range of methods including written questions, practical demonstration (observation by Trainer/Assessor) and/or oral presentation. All competencies of the assessment are to be completed and assessed by the Trainer/Assessor prior to competency being achieved.

Your Trainer will communicate to you, when and how assessments will be conducted and are due. You will be given three opportunities to resubmit your work, prior to being deemed “Not Yet Competent”. Following this you would be required to re-enrol and pay fees for that particular unit of competency again.

## Reasonable Adjustment

When necessary, Assessors will make reasonable adjustments to training and assessment processes to ensure that all people are treated equally in the assessment process and that no person is disadvantaged due to any type of disability or other reason.

Assessment processes may be reasonably adjusted to accommodate the following and other appropriate groups:

- Students with English as a second language
- Students with literacy or numeracy difficulties
- Indigenous students
- Students with sensory impairments
- Students with physical or intellectual disabilities.

Reasonable adjustment may mean:

- Making training resources and methods accessible
- Adapting physical facilities, environment and/or equipment
- Making changes to the assessment arrangements
- Making changes to the way evidence for assessment is gathered.



## Recognition

Worklinks accepts and provides credit to students for units of competency and/or modules (unless licensing or regulatory requirements prevent this) where these are evidenced by:

- AQF certification documentation issued by another RTO or AQF authorised issuing organisation, or
- Authenticated VET transcripts issued by the Registrar (in the form of an USI Transcript)

## Recognition of Prior Learning (RPL)

Recognition of prior learning is an assessment process that involves assessment of an individual's relevant prior learning (including formal, informal and non-formal learning) to determine the credit outcomes of an individual application for credit against a unit of competency.

## Credit Transfer (CT)

Credit transfer is a process that provides students with agreed and consistent credit outcomes for components of a qualification based on identified equivalence in content and learning outcomes between matched qualifications.

## Recognition of Current Competency (RCC)

Recognition of current competency applies if a client has previously successfully completed the requirements for a unit of competency or module and is now required (eg by a licensing authority) to be reassessed to ensure that the competence is being maintained. In this case no extra skill or competencies are nationally recognised.

## Plagiarism, Cheating and Collusion

Students are required to declare on their assessments (sign), that all work submitted as evidence is entirely their own. Students who are caught plagiarising, cheating or colluding their assessments, will be subject to resubmitting their assessments and it may also result in disciplinary action. All staff have an obligation to identify and investigate any possibility of plagiarism, cheating or collusion.

## Issuing Qualifications

At the successful completion of a full qualification as identified in the Training Package rules, Worklinks will issue students with their Award (Certificate/Diploma etc) and Statement of Results within 30 days of the date that the final assessment was assessed. Before certification is issued, Worklinks will verify competency has been properly assessed and that all tasks have been completed. Generally, students will be posted the Award unless otherwise negotiated.

If a student completes less than the full qualification or a short course, Worklinks will issue a Statement of Attainment detailing the units of competency successfully completed and assessed.

## Surveys

At the completion or periodically throughout your training, you may be contacted to participate in a survey conducted by Worklinks.

Additionally, if you are undertaking training under the Queensland Government Certificate 3 Guarantee Program, you will be contacted within three months of completion of, or withdrawal from, your program to undertake a Student Training and Employment Survey. These findings will be shared with the Queensland Government Department of Employment Small Business and Training.

From time to time, you may be contacted by ASQA, the national training regulator to participate in a student survey.

The findings of surveys may be shared with Commonwealth and State/Territory Government departments and authorised agencies and NCVER, who will use it for statistical, administrative, regulatory and research purposes.

## Legislation

As a requirement of the Standards for Registered Training Organisations 2015, Worklinks must ensure it stays up to date with all relevant legislation administered by state and federal government bodies. The legislation that particularly affects the delivery of our training and assessment services at present may include but are not limited to:

- National Vocational Education and Training Regulator Act 2011
- Student Identifiers Act 2014
- Work Health and Safety Act 2011
- Competition and Consumer Act 2010
- Corporations (Queensland) Act 1990
- Disability Discrimination Act 1992
- Racial Discrimination Act 1975
- Age Discrimination Act 2004
- Sex Discrimination Act 1984
- Australian Privacy Principles (Privacy Act 1988)
- Fair Work Act 2009
- Copyright Act 1968
- Further Education and Training (FET) Act 2014
- Further Education and Training (FET) Regulation 2014.

In addition, state based funding Agreements and associated policies including:

- Qld VET Skills Assure Supplier Agreements
- Skilling Queenslanders for Work Agreements.