

linx
Institute



Student Policies Handbook 2020

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Further details regarding all Linx Institute Student policies are provided at Student Orientation sessions and on the Linx Institute Website.

Student Enrolment and Orientation

At Linx Institute (Linx) we will ensure we enter into a written agreement with each student, prior to, or concurrent with, accepting any course fees from the student.

This agreement will set out:

- The services to be provided
- Fees payable
- Information in relation to refunds of Course fees.

We have a student application and enrolment process which:

- Ensures that our students are made fully aware of the terms and conditions of their enrolment, the course(s) in which they are enrolled, and their rights and responsibilities including their fees and rights to refunds
- Ensures students are verified by internal staff if recruited by a third party (partner college)
- Provides information about the implications of any government funding applicable
- Includes (for domestic students) a student literacy and numeracy assessment, to determine any additional support needs and avoid students being enrolled in a course that they will not be able to complete
- Aims to capture all data as required under Linx Institute's registration as an RTO and CRICOS provider
- Advises students of the circumstances under which their information may be shared

This policy applies to both domestic and overseas students.

Procedures – Domestic Students		
Actions	Description	Responsibility
1. Provide Application pack	<p>Applicant is given enrolment pack on request.</p> <p>Application pack contains:</p> <ul style="list-style-type: none"> • Application Form • Fee schedule • RPL/Credit Transfer forms • Working with Children Check Information as relevant • Unique Student Identifier (USI) Information • Privacy of information regarding circumstances under which information may be shared with other parties 	Student Advisor
2. Complete Application form	<p>Application form is completed, including any request for RPL, Credit Transfer and notification of any special needs.</p> <ul style="list-style-type: none"> • Driver's License and or/Birth Certificate • Academic History – Higher School Certificate or Year 12 equivalent, Certificates of studies previously completed • Resumé and work experience <p>Applicant completes Language Literacy and Numeracy (LLN) test where required.</p> <p>Application form is sent to/or downloaded by Student Services.</p>	Applicant
3. Application assessed and verified	<p>Each application is assessed against the course requirements and verified to ensure if recruited by a third party, that the applicant is aware of any relevant government funding criteria and have been informed of all required information.</p> <p>LLN is also evaluated by Trainer/Assessor and documents provided are checked.</p> <p>Where additional assistance for special needs is indicated, the applicant is interviewed by the Training Manager or delegated Trainer/Assessor.</p>	<p>Student Advisor</p> <p>Trainer</p>
4. LLN	<p>On completion of the LLN Assessment, Student Services is provided documentation by the Trainer and student details are provided to Student Services, including notations on any special needs.</p>	Student Advisor
5. Fee Payment	<p>Confirmation of pricing, funding (if applicable) and fee information, including the relevant funding-related forms will be provided to the student for completion. Once returned, all signed documents will be processed in accordance with the Fees and Refunds Policy.</p> <p>Student will be invoiced for relevant commencement fees.</p>	Student

	No further action will be taken by Linx Institute until fee payments, including any payment plans, are in place.	
6. Credit transfer procedures	Credit Transfer procedures are undertaken as per the Credit Transfer Policy	Student Advisor
7. RPL Application	Training Manager is notified by Student Services of Recognition of Prior Learning (RPL) application as per the RPL Policy and Procedure.	Student Advisor
8. RPL Procedures	Training Manager assigns a Trainer and Assessor to review the RPL application as per the RPL Procedures.	Training Manager
9. Allocation of a Trainer	A Trainer and Assessor is assigned to the Student.	Training Manager
10. Student Welcome Call	Student welcome call via phone, Skype or in-person is scheduled and actioned.	Trainer
11. Online Induction	All new students must complete the full induction online via Skypye with their Trainer, which includes: <ul style="list-style-type: none"> • Code of Conduct • Terms and Conditions • Work Health and Safety • Assessment Requirements • Work Placement • Working with Children Check 	Student and Trainer
12. Training Plan	Trainer provides the student with a Training Plan for their Course.	Trainer
13. Access to Online Learning Materials	Once Online Induction is completed, the Student is provided access to the Learning Materials in CANVAS.	Student Support

Procedures – International Students		
Actions	Description	Responsibility
1. Provide Application pack	<p>Applicant is given enrolment pack on request.</p> <p>Application pack contains:</p> <ul style="list-style-type: none"> • Application for Enrolment Form • Fee schedule • Recognition of Prior Learning (RPL)/Credit Transfer forms • Working with Children Check Information as relevant • Unique Student Identifier (USI) Information • Privacy of information regarding circumstances under which information may be shared with other parties 	Student Advisor
2. Complete Application form	<p>Application form is completed, including any request for RPL, Credit Transfer and notification of any special needs.</p> <p>Applicant provides the following documentation to the Student Advisor:</p> <ul style="list-style-type: none"> • IELTS Report • Passport and/or Birth Certificate • Resumé and work experience • RPL/Credit Transfer evidence including Certificates of any completed studies obtained in Australia <p>Applicant completes Language Literacy and Numeracy (LLN) test where required.</p> <p>Application form is sent to/or downloaded by Student Services.</p>	Applicant
3. Application assessed and verified	<p>Each application is assessed against the course requirements and verified. LLN is also evaluated by Trainer/Assessor and documents provided are checked.</p> <p>Where additional assistance for special needs is indicated, the applicant is interviewed by the Training Manager or delegated Trainer/Assessor.</p>	Student Advisor Trainer
4. LLN	<p>On completion of the LLN Assessment, Student Services is provided documentation by the Trainer and student details are provided to Student Services, including notations on any special needs.</p>	Student Advisor
5. Offer of Enrolment	<p>Applicant is advised of their enrolment outcome in writing. Applicant is sent:</p> <ul style="list-style-type: none"> • Letter of Offer of Enrolment, including invoice for fees, terms and conditions of enrolment and the International Student Handbook • Genuine Temporary Entrant (GTE) Applicant Assessment Form 	Student Advisor
6. GTE Assessment	<p>Student visa application is processed for assessment.</p>	Student Advisor
7. COE + Visa	<p>Confirmation of Enrolment and Visa acceptance received</p>	Student Advisor
8. Fee Payment	<p>Signed Letter of Offer is received and returned for processing.</p> <p>Payment of fees required.</p> <p>No further action will be taken by Linx Institute until fee payments, including any payment plans, are in place.</p>	Student
9. Credit transfer procedures	<p>Credit Transfer procedures are undertaken as per the Credit Transfer Policy</p>	Student Advisor
10. RPL Application	<p>Training Manager is notified by Student Services of Recognition of Prior Learning (RPL) application as per the RPL Policy and Procedure.</p>	Student Advisor
11. RPL Procedures	<p>Training Manager assigns a Trainer and Assessor to review the RPL application as per the RPL Procedures.</p>	Training Manager
12. Allocation of a Trainer	<p>A Trainer and Assessor is assigned to the Student.</p>	Training Manager
13. Student Welcome Call	<p>Student welcome call via phone, Skype or in-person is scheduled and actioned.</p>	Student Advisor

14. On-Campus Induction	Student is required to attend a compulsory one-day Orientation event before commencement of the Course of Study.	Student
15. Training Plan	Trainer provides the student with a Training Plan for their Course.	Trainer
16. Access to Online Learning Materials	Once Online Induction is completed, the Student is provided access to the Learning Materials in CANVAS.	Student Support

Privacy

Linx Institute is committed to Privacy protection and compliance with applicable privacy laws and standards and will manage personal information in an open and transparent way. We will fulfill our obligations under the *Privacy Act of 1988*, including the *Amendment (Enhancing Privacy Protection) Act 2012*, by complying with the *Australian Privacy Principles (APPs)*.

Fair Treatment and Equal Opportunity

Equal opportunity in student education is a principle of non-discrimination which emphasises that opportunities in training and education should be freely and equally available to all students irrespective of their personal characteristics or attributes which are unrelated to their ability, performance, knowledge, skill or competence (e.g. race, gender, religion, disability etc).

Linx Institute acknowledges and ensures the incorporation of the principles of equal opportunity. They reflect:

- the fair treatment of individuals without making judgments based on personal attributes which are protected under the [Anti-Discrimination Act 1977 No. 48](#)
- that all our participants in our community are entitled to work, study and be in an environment which is free from unlawful discrimination, harassment, vilification and victimisation;
- equal access to benefits and services by students and staff, including assistance to reasonably accommodate a person's disability.

We encourage everyone to seek advice and support when they feel they have been treated unfairly, or when they have experienced or witnessed concerning behaviour.

We treat any breach of our policies or procedures seriously. We encourage reporting of concerns about non-compliance and will manage compliance in accordance with the applicable Enterprise Agreement, student conduct rules or contract terms.

Credit Transfer

Linx Institute acknowledges and ensures that nationally endorsed qualifications, skill sets, and units of competency are recognised and portable regardless of where they were issued. Students will not be required to repeat any unit or module in which they have already been assessed as competent, unless a regulatory requirement or license condition, including an industry licensing scheme, requires this.

Conditions:

- If a student provides suitable evidence that they have successfully completed a unit or module at any other RTO, Linx Institute will provide credit for the unit or module
- Credit will be granted for studies completed at an RTO or at any other authorised issuing VET provider, such as a university.
- In the case of any non-equivalent units of competency, an analysis will be completed to determine the equivalence of study completed with the relevant units or modules before granting any credit.
- Before providing credit based on a qualification, statement of attainment or record of results, Linx Institute will authenticate the information by:
 - Directly accessing the USI transcript online, or
 - Contacting the organisation that issued the document to confirm the content is valid.
- Linx Institute is not obligated to issue a qualification or statement of attainment that is achieved wholly through recognition of units and/or modules before granting any credit.
- In some cases, Linx Institute complies with licensing or regulatory requirements that may prevent a unit or module being awarded through a credit process.

- Providing credit for previous studies is not recognition of prior learning as providing credit is recognising the equivalence in content and learning outcomes between different types of learning and/or qualifications previously undertaken and successfully completed.
- In the case where there is concern about authenticity of credentials or certification presented, Linx Institute contacts the issuing organisation

Recognition of Prior Learning (RPL)

Recognition involves the assessment of previously unrecognised skills and knowledge an individual has achieved outside the formal education and training system. Recognition assesses this unrecognised learning against the requirements of a unit of competency, in respect of both entry requirements and outcomes to be achieved. By removing the need for duplication of learning, recognition encourages an individual to continue upgrading their skills and knowledge through structured education and training towards formal qualifications and improved employment outcomes. This has benefits for the individual and industry. Most importantly, it should be noted that recognition is just another form of assessment.

Students wishing to be recognised for prior learning must complete the RPL Kit supplied at enrolment and provide the required forms of evidence to confirm their ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Literacy, Language and Numeracy (LLN) Support

Linx recognises that students come with a vast range of skills, experiences, motivations and capacity to deal with the challenges required when commencing training. Linx will ensure that students are supported through completion of their training in all aspects of Language, Literacy, and Numeracy. Linx will not discriminate against students who are identified to need LLN assistance.

LLN needs may be identified through student's self-assessment (pre-enrolment), during student orientation, and/or trainer/assessors' recommendations. Linx will endeavour to establish Students LLN information prior to course commencement. However, should a Student's LLN needs not be identified until the course has commenced, Linx will analyse these needs and provide a strategy for assistance. These needs will be addressed through classroom and online learning and assessment activities over the duration of the program.

In certain circumstances where specific levels or degree of LLN requirements or pre-requisites are essential for a course or qualification, or for maintaining a safe work environment, Linx may not commence enrolment until the required LLN skills are achieved. Where possible, Linx may refer students to appropriate levels of English language programs with external providers depending on the specific needs/requirements of the student.

Linx will ensure that the Trainers and Assessors implement appropriate strategies to assist the students who need LLN assistance with their learning and maintain fairness, confidentiality, and equality in dealing with them.

Linx will use a range of LLN assessment tools to determine the required LLN assistance prior to and after enrolment, including the Australian Core Skills Framework (ACSF) as a reference to assess current LLN skill levels.

Assessment

At Linx, we recognise that quality assessment is a core service offered to our students. Quality assessment ensures that the skills and knowledge of candidates are assessed using four principal determinants:

- assessment decisions are based on the assessment of skills and knowledge compared with units of competency drawn from nationally endorsed Training Packages or accredited courses.
- the target industry or enterprise requirements are contextualised and integrated within the assessment.
- evidence is gathered that meets the rules of evidence.
- assessment is conducted in accordance with the principles of assessment.

This policy applies to all participants, stakeholders and staff involved in training and assessment and covers all aspects of the training and assessment process.

Work Placement

In order to address the training and assessment requirements for completion of a Qualification from the CHC or HLT Training Packages (Community Services, Ageing Support and Early Childhood Education and Care) all students enrolled are required to complete mandatory work placement in an approved and relevant work place environment.

Linx Institute provides a copy of a Certificate of Insurance to the work placement provider to support students in completing their work placement.

It is the responsibility of the student to find a suitable work placement environment. This should occur within the first 4 weeks of study. If the student is unable to obtain work placement, they are to **notify their Trainer** to gain assistance.

Linx Institute ensures that workplace supervisors and other workplace staff who play a role in the learning and assessment of students are consulted and provided with information relevant to the role they play.

Academic Progression and Attendance

Linx is committed to providing a supportive, student-centred learning environment which maximises the potential for its students to succeed in their studies. While students have the primary responsibility for their academic performance, Linx places emphasis on the pivotal role of academic and support staff in enabling student success. Linx recognises that early identification and support of students at risk of progressing unsatisfactorily gives them the best chance of success and are proactive in notifying and counselling students who are at risk of failing to meet attendance or course requirements.

This policy outlines how student attendance and performance is recorded and monitored and, where required, Linx's intervention strategy. If following this a student's progress remains unsatisfactory, Linx may impose conditions on the student's continued enrolment or the student may be excluded from continuing their studies. Linx will notify the student in writing and inform the student they are able to access Linx's appeals process and have 20 days to do so.

While this policy applies equally to all Linx's students, international students are required to comply with student visa conditions relating to attendance, progress and completion. During the first two weeks of term, attendance will be monitored and class attendance records reviewed. Unsatisfactory academic progress will be noted if a student:

- fails to attend classes (Students are strongly recommended that students participate in at least 80% of their classes, whether online or on-campus, to maximise their chances of success) or
- fails to participate online by logging on and accessing their class materials, or
- fails to submit an assessment item
- demonstrates indications of academic misconduct

Trainers will intervene to assist the students, however if there is not success by week 4 of each term, the issue will be escalated to Management. If by week 6 there is still no change, the student will be issued with a written notice of proposed cancellation and the opportunity to appeal.

Where an international student chooses not to access the appeals processes within 20 days, withdraws from the process, or the process is completed and results in a decision supporting Linx, Linx will report the student's enrolment as cancelled. A 'Section 20' letter will be issued to the student via PRISMS notified to the Department of Home Affairs and placed on the student's academic file.

Misconduct

Linx Institute expects students to submit authentic assessments for judgement of competence or it will result in appropriate and recorded sanctions based on the extent of the breach of academic misconduct. This policy provides guidelines for trainers and students on the procedures for handling allegations of academic misconduct as follows:

- Ensures assessments not only meet specific needs of individual students but ensures authentic demonstration of skills and knowledge and provides access to the educational support services necessary for instances where individual students fail to meet the requirements of the training product as specified in the training packages or VET accredited courses
- Where reassessment is offered to demonstrate skills and knowledge the student demonstrates meeting the assessment requirements of the relevant training package or VET accredited course
- Providing student access to support throughout their training.

Linx Institute identifies the following as constituting academic misconduct which will be dealt with according to Linx Institute process:

Cheating	Cheating includes but is not limited to a student copying the work of another student under any assessment condition without the other student's knowledge.
Collusion	Collusion is where two or more students facilitate and attempt to conceal involvement in cheating and/or plagiarism.
Plagiarism (intentional)	Intentional plagiarism is intentionally submitting/presenting work that is done by another person without referencing the source of the information with the intention to take undue credit. This could involve complete or partial information.
Plagiarism (unintentional)	Unintentional plagiarism is unintentionally submitting/presenting work that is done by another person without adequately referencing the source of the information without the intention to take undue credit or deceive trainers.

Fees, Payment and Refunds

Fees are payable when a student has signed their enrolment form. The initial fee payment must be made within 10 days of receiving an invoice from Linx as agreed. Linx may discontinue training if fees are not paid in accordance with the agreed fee schedule. The current fees and charges for Linx are available on request.

Where invoiced fees have not been paid by the due date in the payment schedule, Student Services will follow up payment with the payee. If the fees remain unpaid after being followed up, Linx may withdraw access to the course or refuse certification of the training provided.

Linx Institute has a Refund policy and procedure. Students are required to contact Student Services for further details.

Linx reserves the right to change student fees. The change in fees will only impact on future enrolment as there will be no change to fees for currently enrolled students.

Issuance of Qualifications

Linx is required to issue the full AQF certification documentation the student is entitled to within 30 calendar days of a student being assessed as competent in the training program they are enrolled in. However, Linx is not required to issue a qualification or statement of attainment until all agreed fees the student owes are paid.

Linx will only issues Australian Qualifications Framework (AQF) certification documentation to the student. If the student requires a copy of the documentation to be sent to another party, such as an employer, Linx will only action this once written approval is received from the student.

Complaints, Appeals and Grievances

Linx Institute complaints, appeals and grievances policy covers complaints relating to:

- Academic matters such as student progress, assessment, curriculum and awards in a course.
- Non-academic matters, including complaints in relation to personal information that is held in relation to the student.
- Non-academic grievances cover issues such as harassment, vilification, discrimination, financial matters, fines and payments, application procedures, exclusions from events and facilities.

Linx Institute has an appeals policy to manage requests for a review of decisions, including assessment decisions, made by Linx Institute or a third-party providing services on our behalf.

Linx Institute ensures students are not disadvantaged.