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# PRE-ENROLMENT INFORMATION

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This document has been prepared to assist you in making a fully informed decision prior to enrolling in nationally recognised training with Smartlink Training Pty Ltd or one of our authorised third-party partners.



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# Introduction

## WELCOME

Welcome to Smartlink Training! This pre-enrolment document provides you with everything you need to know about studying with us. By choosing us as your education provider, you are choosing a high-quality and industry relevant course and education provider to ensure you are set up for the future.



## ABOUT US

Smartlink Training Pty Ltd is a Registered Training Organisation (RTO 45280) delivering nationally recognised training across a range of courses. Our courses include First Aid, Advanced First Aid, Advanced Resuscitation and Oxygen Therapy, Childcare First Aid, Cardiopulmonary Resuscitation (CPR), Low Voltage Rescue (LVR), Emergency Life Support, and the management of Anaphylaxis and Asthma, as well as Work Health and Safety (WHS) which are also delivered by our authorised third party delivery partners.

Smartlink Training was created to meet the need for structured, compliant, and practical training that prepares learners for the real world. Courses are delivered by qualified trainers and assessors who meet the requirements of the Credential Policy as per the Standards for NVR RTOs 2025 and have current industry skills and knowledge relevant to the training products and also in training and assessment, and hands-on experience in their fields. Sessions are held at accessible locations equipped with the equipment, tools and resources required for effective training. The organisation maintains a strong focus on respect, clarity, and straightforward communication throughout the learning journey.

Smartlink Training is a provider of vocational education and training (or VET as it is commonly known). The VET sector in Australia is based on a partnership between governments and industry. VET qualifications are provided by government institutions, called Technical and Further Education (TAFE) institutions, as well as private institutions.

We are a private institution. VET courses broaden your skills in specialised areas and are competency based. This means that you are either Competent, or Not Competent, and if you achieve competence for the units you enrolled in, then we will issue you with a statement of attainment. To read further about vocational education and to see the various certificate levels which make up the framework, follow the link: <https://www.studyaustralia.gov.au/en/plan-your-studies/vocational-education-and-training>

## OUR OBLIGATION TO YOU

As a Registered Training Organisation (RTO) registered with Australian Skills Quality Authority (ASQA), we have an obligation to ensure the quality of the nationally recognised training and assessment we deliver meets the standards. We must comply at all times with the revised Standards for RTOs, which are part of the VET Quality Framework.

We take this seriously, so we have developed policies and procedures along with systems within our business to make sure we comply with the standards and legislation. As we are responsible, this means that we take responsibility for any third parties we may work with – this includes authorised third party training partners and sales/marketing providers and all RTO staff who are required to follow all Smartlink Training's RTO policies and procedures. We participate in audits with the regulator (ASQA) and must provide them with information when they request it.

We are also required to issue you with your Australian Qualification Framework (AQF) certification documents once you have been found competent. If you feel in any way that we are not living up to our obligations, you have the right to make a complaint. Please see the Complaints and Appeals policy for information on how to do so.

# OUR CONTACT DETAILS

Main telephone number: 0260234310

Email: [info@smartlinktraining.net.au](mailto:info@smartlinktraining.net.au)

Website: [www.smartlinktraining.net.au](http://www.smartlinktraining.net.au)

# STUDENT SUPPORT CONTACT DETAILS

## General Enquiries and Student Support

Phone: 0260886942

Email: [info@smartlinktraining.edu.au](mailto:info@smartlinktraining.edu.au)

## Academic and Training Support

Contact: RTO Manager via [admin@smartlinktraining.net.au](mailto:admin@smartlinktraining.net.au)

Mobile: 0469902121

## Emergency Situations (during training hours)

Please notify your trainer or call the main office line.

For serious emergencies, call 000.

## Our location

We are located at:

2/659 Young Street, Albury NSW 2640

Google Maps link:

<https://www.google.com/maps/place/2%2F659+Young+Street,+Albury+NSW+2640>



## ABOUT OUR AREA

Albury is located in southern New South Wales, on the border with Victoria, and forms part of the vibrant Albury-Wodonga twin cities region. Positioned along the Murray River, Albury offers a unique blend of regional charm and urban convenience. The city is known for its friendly community, excellent health and education services, and growing economy supported by retail, manufacturing, logistics, and education sectors.

Albury enjoys four distinct seasons, with warm summers and cool winters, and is surrounded by picturesque natural landscapes, including Lake Hume, Murray River trails, and nearby national parks. It is also well-connected via the Hume Highway, Albury Railway Station, and Albury Airport, which offers direct flights to major cities like Sydney and Melbourne.

Albury has a reliable local bus network operated by Dysons, and regional public transport options provided through Transport for NSW. You can use a contactless debit or credit card to travel on public buses in Albury.

For more information about Albury and what it has to offer, visit:

 <https://www.visitalburywodonga.com>

# OUR AUTHORISED THIRD-PARTY DELIVERY PARTNERS

We use authorised third-party delivery partners (“our partners”) to help us expand the area in which we can offer our courses. Please contact Smartlink training for further information on any of our authorised third-party provider names and contact details.

Our partners are contracted by Smartlink and deliver services on behalf of Smartlink Training under the third-party arrangement agreement. They have the right to market our courses, enrol learners in a course, collect fees for the course, then to deliver and assess a course as per Smartlink Training’s RTO policies and procedures as Smartlink Training is the principal provider RTO. Our partners are required to uphold our values and to follow our policies and procedures while they do these things.

If you are enrolling in a course which is being delivered by one of our partners, you can rest assured that we strictly control who we enter partnerships with. We have been careful to only select the best and we monitor and review their performance regularly.

When you enrol in a course with one of our authorised third-party delivery partners, Smartlink is your Registered Training Organisation (“RTO”). We will issue your certificate and we ensure that the course meets all national accreditation requirements.

Throughout this pre-enrolment information booklet, you can assume that anywhere we have stated that Smartlink will do something, our authorised third-party delivery partners will also do that thing. When there are differences in how Smartlink and our authorised third-party delivery partners will act those differences will be described for you.

## ENROLMENT REQUIREMENTS

### Availability

Our training is open and responsive to all people irrespective of age, gender, cultural or ethnic background, disability, sexuality, employment status, imprisonment, or remote location.

If you are seeking to enrol you must be at least one of the following:

- An Australian citizen
- A Permanent resident
- A Humanitarian visa holder
- A New Zealand citizen
- A holder of a visitor, work or business visa which has study provisions, remembering that you can only study for the period allowed on your visa as per the visa conditions

You must also be:

- 15 years or older to enrol in our courses (Smartlink Training and its authorised third-party providers follow our RTO policy for students under the age of 18 years which includes following the National Principles for Child Safe Organisations)

All those who seek to enrol in a course of training must undertake an initial skills assessment as per the course requirements. Students who may wish to disclose their disability are supported and all matters are dealt in strict confidence as per privacy and confidentiality in accordance with Part 3 of the Disability Standards for Education 2005.

## SMARTLINK TRAINING’S ENTRY REQUIREMENTS

For units of competency listed on our scope of registration <https://training.gov.au/Organisation/Details/45280>, the following entry requirements are to be met:

- **HLTAID015 Provide advanced resuscitation and oxygen therapy**

Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions. Learners must have current HLTAID011 Provide First Aid.

- **HLTAID014 Provide advanced first aid**  
Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **HLTAID012 Provide first aid in an education and care setting.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions. Those completing the express version will need access to a computer or tablet to complete the online course. Internet access is required.
- **HLTAID011 Provide first aid.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions. Those completing the express version will need access to a computer or tablet to complete the online course. Internet access is required.
- **HLTAID010 Provide basic emergency life support.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **HLTAID009 Provide cardiopulmonary resuscitation.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.
- **22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training.
- **22578VIC Course in First Aid Management of Anaphylaxis.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. It is recommended that learners have current competency in HLTAID009 Provide cardiopulmonary resuscitation; however, this is not an entry requirement.
- **UETDRMP018 Perform rescue from a Live Low Voltage Panel.** Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners must also be able to do CPR on the floor, including kneeling down and performing chest compressions.  
  
Learners will be required to demonstrate basic physical ability to perform practical tasks that may involve lifting, manual handling, remove and rescue a person by moving them and using correct tools and materials, equipment and personal protective equipment (PPE) and rescue equipment as per the requirements of this unit and the relevant industry standards.  
Students are required to wear comfortable clothing with enclosed footwear for safety reasons. Students who work in the industry may prefer to wear long sleeve shirts and work pants with safety boots (example steel-capped boots preferred).  
Learners must have current HLTAID009 Provide cardiopulmonary resuscitation.
- **UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace**  
Learners will be required to pass a basic language, literacy and numeracy test before confirmation of enrolment or immediately prior to commencing the training. Learners will be required to demonstrate basic physical ability to perform practical tasks that may involve lifting, manual handling and using correct tools and materials, equipment and personal protective equipment (PPE) as per the requirements of this unit and the relevant industry standards. Those completing the express version or standard option one version will need access to a computer or tablet to complete the online course. Internet access is required.

These entry requirements are the same regardless of whether a course is being delivered by Smartlink or one of our authorised third party delivery partners.

# COURSES WE OFFER

Smartlink Training offers the following nationally recognised training courses to students:

## **Accredited Courses (Smartlink Training and its authorised third party delivery partners)**

- HLTAID009 Provide Cardiopulmonary Resuscitation <https://www.smartlinktraining.net.au/courses/cpr-course/>
- HLTAID010 Provide Basic Emergency Life Support <https://www.smartlinktraining.net.au/courses/provide-basic-emergency-life-support/>
- HLTAID011 Provide First Aid <https://www.smartlinktraining.net.au/courses/first-aid-course-wodonga/>
- HLTAID012 Provide First Aid in education and care settings <https://www.smartlinktraining.net.au/courses/childcare-first-aid/>
- HLTAID014 Provide Advanced First Aid <https://www.smartlinktraining.net.au/courses/advanced-first-aid/>
- HLTAID015 Provide Advanced Resuscitation and Oxygen Therapy <https://www.smartlinktraining.net.au/courses/advanced-resuscitation/>
- UETDRMP018 Perform Rescue from A Live Low Voltage <https://www.smartlinktraining.net.au/courses/low-voltage-rescue-course/>
- UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the Workplace <https://www.smartlinktraining.net.au/courses/work-health-safety-course/>
- 22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace <https://www.smartlinktraining.net.au/courses/asthma/>
- 22578VIC Course in First Aid Management of Anaphylaxis <https://www.smartlinktraining.net.au/courses/anaphylaxis/>

## **Courses Details**

\*Note (for all course fees please refer to the **fees and refunds** policy)

### **HLTAID009 Provide cardiopulmonary resuscitation**

This Unit of competency is delivered through two training and assessment pathways:

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments

#### **(Standard delivery Option One)**

Students will be sent the textbook/learner guide for them to study prior to coming for the face to face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 5 nominal hours is allocated for this unit.
- Students are expected to spend 3 hours becoming familiar with the textbook/learner guide prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 2 to 3 hours depending on class size and learners' previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed online in class face to face with the trainer on the day of the training via either a tablet, laptop or phone.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

#### (Standard delivery Option Two)

Students will be sent the textbook/learner guide for them to study prior to coming for the face to face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 5 nominal hours is allocated for this unit.
- Students are expected to spend 3 hours becoming familiar with the textbook/learner guide prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 2 to 3 hours depending on class size and learners' previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed on the student guide face to face with the trainer on the day of the training.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

#### **HLTAID010 Provide basic emergency life support**

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments

Students will be sent the textbook for them to study prior to coming for the face to face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 10 nominal hours is allocated for this unit.
- Students are expected to spend 5 hours becoming familiar with the textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 4 to 5 hours depending on class size and learner's previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

#### **HLTAID011 Provide first aid**

This Unit of competency is delivered through four training and assessment pathways:

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the course including attending the face-to-face training.

##### Option 1. (Express delivery/Refresher)

- Blended eLearning and classroom delivery
- Learners have previously taken part in first aid and require refresher training (Refresher Students)
- Students use the Smartlink eLearning system to complete theory learning and assessment task prior to coming to class
- The remainder of assessment, which is the practical task is conducted in class face to face
- A minimum of 20 nominal hours is allocated for this unit. This is inclusive of approximately 13.5 hours of online theory, 3 hours of questioning assessments, 3.5 hours of practical classroom session including assessment. Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.
- Learners need to be computer literate to be able to do the online course.

##### Option 2 (Express Delivery/Starter)

- Blended eLearning and classroom delivery
- Students use the Smartlink eLearning system to complete theory learning and assessment task online prior to coming to class face to face to complete the remainder of the assessment: This includes extra theory and assessment of which they have already completed online plus practical training and assessment.

- A minimum of 22 nominal hours is allocated for this unit. This is inclusive of approximately 13.5 hours of online theory, 3 hours of questioning assessments, 5.5 hours of practical/theory classroom session including assessment.
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.
- Learners need to be computer literate to be able to do the online course.

Option 3. (Standard delivery Option One)

- Blended self-study and classroom delivery
- Students are provided with Learner guide/Textbooks (Haines, J 2021, Emergency First Aid 21<sup>st</sup> edition, APL Healthcare, Rowville, Australia and Haines, J 2021, Asthma & Anaphylaxis Emergencies 4<sup>th</sup> edition, APL Healthcare, Rowville, Australia)
- Students do not conduct any assessment prior to coming to class
- A minimum of 22 nominal hours is allocated for this unit.
- Students are expected to spend 13.5 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take one day (approximately 8.5 hours)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed online in class face to face with the trainer on the day of the training via either a tablet, laptop or phone. The incident report is completed on the student guide.
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

Option 4. (Standard delivery Option Two)

- Blended self-study and classroom delivery
- Students are provided with Learner guide/Textbooks (Haines, J 2021, Emergency First Aid 21<sup>st</sup> edition, APL Healthcare, Rowville, Australia and Haines, J 2021, Asthma & Anaphylaxis Emergencies 4<sup>th</sup> edition, APL Healthcare, Rowville, Australia)
- Students do not conduct any assessment prior to coming to class
- A minimum of 22 nominal hours is allocated for this unit.
- Students are expected to spend 13.5 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take one day (approximately 8.5 hours)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed on the student guide face to face with the trainer on the day of the training.

Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

**HLTAID012 Provide first aid in an education and care setting**

This Unit of competency is delivered through four training and assessment pathways:

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the course including attending the face-to-face training.

Option 1. (Express delivery/Refresher)

- Blended eLearning and classroom delivery
- Learners have previously taken part in first aid and require refresher training (Refresher Students)
- Students use the Smartlink eLearning system to complete theory learning and assessment task prior to coming to class
- The remainder of assessment which is the practical task is conducted in class face to face
- A minimum of 22 nominal hours is allocated for this unit. This is inclusive of approximately 14.5 hours of online theory, 4 hours of questioning assessments, 3.5 hours of practical classroom session including assessment. Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.
- Learners need to be computer literate to be able to do the online course.

#### Option 2. (Express delivery/ Starter)

- Blended eLearning and classroom delivery
- Students use the Smartlink eLearning system to complete theory learning and assessment task online prior to coming to class face to face to complete the remainder of the assessment: This includes extra theory and assessment of which they have already completed online plus practical training and assessment.
- A minimum of 24.5 nominal hours is allocated for this unit. This is inclusive of approximately 14.5 hours of online theory, 4 hours of questioning assessments, 6 hours of practical/theory classroom session including assessment.
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.
- Learners need to be computer literate to be able to do the online course.

#### Option 3. (Standard Delivery Option one)

- Blended self-study and classroom delivery
- Students are provided with Learner guide/Textbooks (Haines, J 2021, Emergency First Aid for Carers and Teachers 6<sup>th</sup> edition, APL Healthcare, Rowville, Australia and Haines, J 2021, Asthma & Anaphylaxis Emergencies 4<sup>th</sup> edition, APL Healthcare, Rowville, Australia)
- Students do not undertake any assessment prior to coming to class
- A minimum of 24.5 nominal hours is allocated for this unit.
- Students are expected to spend 15.5 hours becoming familiar with the Learner guide/Textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take one day (approximately 9 hours)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed online in class face to face with the trainer on the day of the training via either a tablet, laptop or phone. The incident report is completed on the student guide.
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

#### Option 4. (Standard delivery Option Two)

- Blended self-study and classroom delivery
- Students are provided with Learner guide/Textbooks (Haines, J 2021, Emergency First Aid for Carers and Teachers 6<sup>th</sup> edition, APL Healthcare, Rowville, Australia and Haines, J 2021, Asthma & Anaphylaxis Emergencies 4<sup>th</sup> edition, APL Healthcare, Rowville, Australia)
- Students do not undertake any assessment prior to coming to class
- A minimum of 24.5 nominal hours is allocated for this unit.
- Students are expected to spend 15.5 hours becoming familiar with the Learner guide/Textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take one day (approximately 9 hours)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed on the student guide face to face with the trainer on the day of the training.
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

### **HLTAID014 Provide advanced first aid**

This Unit of competency is delivered through two training and assessment pathway:

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments.

#### (Standard delivery Option One)

Students will be sent the learner guide/textbook for them to study prior to coming for the face-to-face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 28 nominal hours is allocated for this unit.
- Students are expected to spend 19 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 9 hours (1 day course)

- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed online in class face to face with the trainer on the day of the training via either a tablet, laptop or phone. The incident report is completed on the student guide.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

**(Standard delivery Option Two)**

Students will be sent the learner guide/textbook for them to study prior to coming for the face-to-face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 28 nominal hours is allocated for this unit.
- Students are expected to spend 19 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 9 hours (1 day course)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed on the student guide face to face with the trainer on the day of the training.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

**HLTAID015 Provide advanced resuscitation and oxygen therapy.**

This Unit of competency is delivered through two training and assessment pathway:

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner. The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels. Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments.

**(Standard delivery Option One)**

Students will be sent the learner guide/textbook for them to study prior to coming for the face-to-face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 19 nominal hours is allocated for this unit.
- Students are expected to spend 14 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 6 hours (1 day course)
- Students will do all theory and practical assessment on the day of the course.
- The theory assessment is completed online in class face to face with the trainer on the day of the training via either a tablet, laptop or phone. The incident report is completed on the student guide.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

**(Standard delivery Option Two)**

Students will be sent the learner guide/textbook for them to study prior to coming for the face-to-face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 19 nominal hours is allocated for this unit.
- Students are expected to spend 14 hours becoming familiar with the learner guide/textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 6 hours (1 day course)
- Students will do all theory and practical assessment on the day of the course
- The theory assessment is completed on the student guide face to face with the trainer on the day of the training.
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

## **UETDRMP018 Perform rescue from a Live Low Voltage Panel**

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments

Students will be sent the learner guide for them to study prior to coming for the face to face training:

Blended self-study and classroom delivery

- Students do not conduct any assessment prior to coming to class
- A minimum of 5 nominal hours is allocated for this unit.
- Students are expected to spend 3 hours becoming familiar with the learner guide prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 2 to 3 hours depending on class size and learners previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

## **UEECD0007 Apply Work Health and Safety Regulations, Codes and Practices in the workplace.**

This Unit of competency is delivered through two training and assessment pathways:

Option 1 (Express delivery)

- Blended eLearning and classroom delivery
- Students use the Smartlink eLearning system to complete theory learning and assessment tasks prior to coming to class for the face to face to complete the remainder of the theory assessment plus practical training and assessment.
- Learners need to be computer literate to be able to do the online course.
- This unit of competency has 15 nominal hours – refer to page 14 electrotechnology-curriculum-framework-syllabus-ueev3 2022)
- These 15 nominal hours is inclusive of approximately 10 hours of online theory, 2.5 hours of questioning assessment and 2.5 hours of face-to-face practical training and assessment.

Option 2 (Standard delivery) No online

Only for those who don't have computer skills or access to IT devices.

- Blended self-study and classroom delivery
- Students are provided with learner guide resources and assessments which is posted or emailed to them
- A minimum of 15 nominal hours is allocated for this unit.
- Students are expected to spend 9.5 hours becoming familiar with the learner guide resources, 2.5 hours of questioning assessment and 3 hours of face-to-face class.
- The in-class sessions will take 3 hours
- Trainers allow additional time after the face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

## **22556VIC Course in the Management of Asthma Risks and Emergencies in the Workplace**

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments

Students will be sent the textbook for them to study prior to coming for the face to face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 4 nominal hours is allocated for this unit.
- Students are expected to spend 2 hours becoming familiar with the textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 2 to 3 hours depending on class size and learner's previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course

- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

### **22578VIC Course in First Aid Management of Anaphylaxis**

The course can be delivered over a range of course durations, depending on the needs and characteristics of the learner.

The majority of learners have previous knowledge and skills, those who may not are given extra support and time as required. The course is flexible in nature to allow for learners differing knowledge and skill levels.

Learners have a maximum of three months to complete the blended course including completing self-study through pre-reading for the theory and then attending the face-to-face classroom training and completing all assessments

Students will be sent the textbook for them to study prior to coming for the face to face training:

- Blended self-study and classroom delivery
- Students do not conduct any assessment prior to coming to class
- A minimum of 4 nominal hours is allocated for this unit.
- Students are expected to spend 2 hours becoming familiar with the textbook prior to attending face to face class; however, they are not required to hold or demonstrate any expertise
- The in-class sessions will take 2 to 3 hours depending on class size and learner's previous knowledge (1 day course)
- Students will do all theory and practical assessment on the day of the course
- Trainers allow additional time after face-to-face session for theory and practical questions, discussions and further demonstration of practical activities if the need arise.

**Note - All nationally recognised training courses are clearly identified by the NRT (Nationally Recognised Training) Logo.**

### **Course Venues**

All training and assessment activities are undertaken at suitable locations with the necessary space, facilities, and safety plans. We deliver trainings at:

1. Wagga RSL Club Wagga Cnr of Kincaid St and Dobbs St Wagga NSW;
2. Comfort Inn Peppermill 7900 Goulburn Valley HWY, Shepparton VIC 3630;
3. Shop 2, 659 Young Street Albury NSW 2640
4. Wangaratta Masonic Hall 101 Appin Street Wangaratta VIC
5. Canberra: Contact Smartlink for the venue as it changes.
6. Rotary Club of Kangaroo Flat 26 High Street Kangaroo Flat Bendigo VIC
7. Ballarat: Contact Smartlink for the venue as it changes.
8. Geelong : Contact Smartlink for the venue as it changes.
9. Quest Wodonga 46 Reid Street, Wodonga VIC 3690
10. South Shepparton Community Centre 290 Archer Street, Shepparton VIC
11. Unit 3, 2 Riedell Street Wagga Wagga NSW 2650

We may also deliver in other suitable venues, and our authorised third party delivery partners have their own locations. If you want us to come to you and you have a suitable venue and ten or more participants, we can arrange a custom course.

## **Non-Accredited Courses**

### **Mental Health First Aid Course - <https://www.smartlinktraining.net.au/courses/mental-health-first-aid/>**

- The Mental Health First Aid (MHFA) Course is a 12-hour program delivered over two days of face-to-face training. This course is suitable for any adult who wants to develop the skills to support someone experiencing a mental health condition or crisis.
- Participants will learn how to provide initial assistance to an adult who may be facing a mental health problem or crisis, until professional help is available or the situation resolves.
- Evidence consistently shows that MHFA training:
  - Improves understanding of mental health conditions, their treatments, and effective first aid strategies
  - Builds confidence in offering support to people experiencing mental health challenges
  - Reduces stigma associated with mental illness
  - Encourages more timely and appropriate help for those in need
- This course does not form part of a Vocational Education Qualification. Accreditation is provided by Mental Health First Aid Australia (<https://mhfa.com.au/>)

**Please note that this is not a nationally recognised course.** It is an industry-specific training option designed for individuals who require it for employment or regulatory purposes.

### **Pocket Mask Training - <https://www.smartlinktraining.net.au/courses/pocket-mask-training/>**

- **Pocket Mask Training Course**
- The Pocket Mask Training Course is offered exclusively as an add-on to a CPR or First Aid course. It is not available as a stand-alone course. If you wish to complete this training, please ensure you also enrol in a CPR or First Aid course at the time of booking.
- This training is particularly popular among those working in emergency services and the security industry and is a mandatory requirement for entry into the NSW police force. It covers the correct use of a resuscitation mask, which is a key requirement for police recruitment.
- We provide this add-on at any of our venues when requested.

**Please note that this is not a nationally recognised course.** It is an industry-specific training option designed for individuals who require it for employment or regulatory purposes.

## **Employment Opportunities**

Upon successful completion of your training may be able to gain employment in the vocations for which you have been trained and prepared.

We or any of our authorised third party providers who deliver courses on our behalf are not able to guarantee you will be employed at the successful conclusion of your training. The onus is on you to seek out the available employment opportunities and to successfully complete your training.

## **Industry Engagement**

Smartlink maintains strong links with industry and exercises these links in the development of training and assessment products. Smartlink engages with the industry to determine what their requirements of training are and uses this information to ensure that your course is the best possible match for what is really required in the workforce.

# **LEGISLATION**

We are subject to a variety of legislation (federal, state/territory and vocational education) related to training and assessment, as well as general business practice.

This legislation governs our obligations as an RTO, our obligations to you as our client, and relates to the industry that we are conducting training for.

This legislation is continually being updated and all Smartlink employees and authorised third party delivery partners are made aware of any changes and their ongoing obligations, accountabilities and responsibilities related to regulatory and compliance requirements. (For more information on legislation you can visit and search <https://www.legislation.gov.au/> or contact Smartlink Training).

The legislation that particularly effects your participation in our training programs includes:

- The Human Rights Commission Act 1986 (Cth), Human Rights Act 2004 (ACT), where applicable
- The Age Discrimination Act 2004 (Cth)
- The Disability Discrimination Act 1992 (Cth)
- Racial Discrimination Act 1975
- The Sex Discrimination Act 1984 (Cth)
- Equal Employment Opportunity (Commonwealth Authorities) Act 1987
- Fair Work Act 2009
- Copyright Act 1968
- Competition and Consumer Act 2010 (Cth)
- National Vocational Education and Training Regulator Act 2011
- Privacy Act 1988 (Cth)
- Standards for Registered Training Organisations (RTOs) 2025
- Workplace Health and Safety Act 2012 (Cth)
- Student Identifiers Act 2014 (Cth)
- National Disability Insurance Scheme Act 2013
- Education and Care Services National Law Act 2010
- National Principles for Child Safe Organisations

Your specific course may have specific legislation associated with it. Where this is the case, you will be informed through your study materials.

## **Work Health and Safety**

We believe that all accidents are preventable and seek to ensure a safe environment for all learners and staff.

During your course orientation, your trainer will explain the WHS requirements particular to your training location and, where required, the need to wear protective personal equipment ("PPE"). You are expected to comply with our Workplace Health and Safety Policy and to report all incidents, near misses, and safety hazards immediately.

This policy applies whether you are enrolled directly with Smartlink or with one of our authorised third party delivery partners.

Information in relation to COVID and vaccination requirements can be found on the health department's website at <https://www.health.gov.au/health-alerts/covid-19> For information on the relevant state/territory government websites please scroll down and select your relevant state/territory body.

## **Working with Children**

Smartlink and our authorised third party delivery partners comply with all federal and state working with children legislation and follows the Smartlink Training policy for students under the age of 18 years which follows the National Principles for Child Safe Organisations.

Information in relation to Working with Children's Check available for each relevant state/territory bodies at <https://www.australiannationalcharactercheck.com.au/working-with-children-checks.html>

## **National Police Check**

Information in relation to national police checks available from the Australian Federal Police website at <https://www.afp.gov.au/what-we-do/national-police-checks>

## **National Principles for Child Safe Organisations**

Information in relation to the national principles for child safe organisations is available at <https://www.childsafety.gov.au/resources/national-principles-child-safe-organisations>

## **Smartlink Training RTO Policies and Procedures**

As a registered training organisation (RTO) Smartlink training has all the relevant RTO policies and procedures to comply with the regulatory requirements of the standards and mitigate any associated risks. If a student wishes to access any of these then they can contact our office for more information.

# FEES AND REFUNDS

We want you to have a clear understanding of all course fees before you enrol.

Fees are listed in the fees and refund policy in the Student Handbook, on our website, and in the course flyers. Full payment is required before training begins. Payment plans are not available for our courses.

Students are advised of any statutory cooling off period that applies to our courses. For full details refer the fees and refunds policy.

If any changes to fees occur after enrolment, which is unlikely, we will notify you as soon as possible.

## Fee Protection

To safeguard your payments:

- We maintain sufficient funds to refund course fees if necessary.
- We do not collect more than \$1,500 in any single upfront payment.

Smartlink protects fees paid in advance by ensuring that all course fees are below the legally mandated threshold of \$1,500.00. If we are unable to provide services for which you have paid, you will be placed into an equivalent course in a new location that is suitable to you, where you receive the full services for which you have prepaid at no additional cost. If this is not possible you will be paid a refund of any prepaid fees for services yet to be delivered.

This policy applies whether you enrol in a course directly with Smartlink or one of our authorised third party delivery partners.

Note: The above fee protection guidelines do not apply to corporate clients and employers and so fees paid by an employer do not require a deposit. The full course fee is paid upon enrolment. This course fee is not refunded if the course is cancelled by the corporate client.

Additional fees may apply beyond those listed in the Course Flyers. Please refer to the Fees and Refunds policy for full details.

## Fees

### Overview

As an RTO, we collect fees from our learners. We also provide or direct the learner to information specifying the:

- Fees that must be paid to us (please refer to the enrolment policy and **fees and refunds** policy for full details)
- Payment terms and conditions
- Learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- Learner's right to obtain a refund for services not provided by us if:
  - The arrangement is terminated early; or
  - We fail to provide the agreed services

Our authorised third-party delivery partners collect fees from learners who enrol in courses that are delivered by our authorised third-party delivery partners under the third-party arrangement agreement. When an authorised third party delivery partner collects fees, they must provide all the same information and follow the same policies and procedures as Smartlink, including applying the same fees and refund policy and also the complaints and appeals policy and procedure as part of consumer rights. Students are provided with all the relevant information in the pre-enrolment information document which is part of the student handbook and available via the Smartlink training website, email, post and through the relevant authorised third party providers who train and assess on behalf of Smartlink Training under the third party arrangement agreement.

# REFUNDS

Smartlink Training Pty Ltd is committed to ensuring that all learners make informed and confident enrolment decisions, in alignment with the 2025 RTO Standards' Outcome and Compliance requirements.

Please read the following information carefully. This applies regardless of whether you or another party (e.g., your employer or a third party) paid course fees (or any other relevant fees) on your behalf.

If we cancel a course before or after it starts and cannot offer a suitable alternative, a full refund will be processed automatically within 10 working days. In these cases, no refund application is required.

For all other circumstances:

- You must submit a Refund Application Form within 10 working days of the event that triggered the refund request.
- This form is available from our office.
- A written decision will be provided within 20 working days, along with any refund that applies.
- Refunds will be made to the original payer, unless written authorisation is provided requesting otherwise.

This does not limit your right to seek further action under Australian Consumer Law.

**For full details on all fees, charges and refunds refer to the fees and refunds policy and procedure.**

## YOUR LEARNING ENVIRONMENT

Smartlink Training aims to provide students with a safe and inclusive learning environment that fosters inclusion and diversity which is free from discrimination and harassment. This is why we have endeavoured to design a program that is accessible and rewarding for people of diverse backgrounds, including people with disabilities. We also aim to provide a culturally safe learning environment for First Nations peoples that considers the varied learning needs of learners from different cultures. For more information on the methods we use to create such a learning environment, refer to the Student Training and Wellbeing Support Services Policy and Procedure in your Student Handbook.

## SUPPORT AND WELFARE

We all need a little extra support sometimes. We are here to help you – so don't ever be shy to let us know what you are going through and how we can help.

We offer the following in relation to support and welfare:

- Support with personal issues, including your overall wellbeing
- Information about external sources of support (Please refer to our external support document that lists the external sources of support)



You may not have studied for a while, may have English as a second language or need additional assistance with literacy or numeracy. We will identify any additional support needs you may have at the time of application and enrolment and may prepare a Student Support Plan for you based on those needs in line with our student training and wellbeing support services policy and procedure.

We have a range of information we can provide you with on a variety of issues. Please communicate with us because we care. We don't charge for internal services but you will be responsible for any external provider costs at the time you access the services. We can assist you to find local groups of like-minded people in the area, connect you with other students with similar interest groups or simply be a friendly listening ear when you need one.

Depending on your needs, we will provide you with a referral to the relevant local organisation and assist you to access services from them.

Some support services are listed under the emergency contacts and other useful numbers and information, and crisis support information in this document – but it's best to come and speak to the Administration and Student Support Officer where you can have a confidential discussion and get the right type of service / support for your need or concern.

# LEARNER SUPPORT SERVICES

## Learning Difficulties

If you have any learning difficulties, we encourage you to identify them in confidence to your trainer or our CEO, or to the authorised third party delivery partner who is conducting your course during enrolment. We will work with you to determine how best to support you.

## Services on Offer

As we offer training courses to all members of the community, we have established support services to overcome vocational barriers. These include special assistance with:

- One-to-one support from the trainer/assessor
- Access to additional learning resources
- Reasonable adjustment (including assessment)
- Assessment tasks
- Language, literacy and numeracy
- We do not provide, but are able to assist with selection of, support services to overcome non-vocational barriers to training, including: (please note that additional costs may apply to access any external support services which is payable by the student to these providers)
- Accommodation assistance
- Counselling
- Food or material assistance
- Legal aid
- Personal support
- Australian tax office
- The Ethnic Communities Council
- Women's legal resource
- Interpreting services

You can expect, and will receive, the same level and quality of support from Smartlink and from our authorised third party delivery partners.

## WHAT'S REQUIRED OF ME AS A STUDENT?

The next section of this document outlines important policies and processes that you need to know about as a student. It's expected that you have read through and are familiar with this information – keep this document handy for future reference so you can refer to it when needed.

You are also expected to read through and abide by the Student Code of Conduct which is included in the next section below along with other important information.

## STUDENT CODE OF CONDUCT

## YOUR RESPONSIBILITIES

## POLICIES AND PROCEDURES

You are expected to:

- read, understand and follow our policies as documented in this document and the Student Handbook
- respond to our communications promptly
- advise us within 7 days of any change of contact details including current residential address, mobile number, email address and who to contact in the event of an emergency
- provide written notice of any changes to your enrolment status

## **LEARNING AND ASSESSMENT**

You are expected to:

- arrive on time and attend scheduled classes
- notify your trainer if you will be absent or late
- actively participate in learning
- complete all homework given to you
- complete and submit all assessments on time
- refrain from plagiarism, cheating and collusion
- pay all fees due
- ask for support if needed

## **CLASSROOM CONDUCT**

You are expected to:

- arrive on time for your class
- be prepared for class
- dress appropriately
- only use handheld devices in class when relevant to the activity
- communicate in English

## **RESPECT AND ETHICS**

You are expected to:

- respect others' values and beliefs
- treat others with respect, fairness and courtesy
- interact with others in a collaborative, professional manner
- use our resources for the purpose for which they are intended
- refrain from harassment and discrimination of any kind
- resolve any conflicts calmly
- respect ours and other people's property

## **YOUR RIGHTS**

## **POLICIES AND PROCEDURES**

You can expect to:

- be informed of our policies and associated procedures
- receive regular and relevant communications
- learn in a safe and inclusive environment as well as culturally safe learning environment for First Nations people
- have your personal details kept confidential and secure
- access the information that we hold about you
- have the opportunity to provide feedback on services received.

## **LEARNING AND ASSESSMENT**

You can expect to:

- be provided with high quality training, assessment and support services
- receive the support you need
- have your assessments marked and returned within 10 working days of submission
- receive feedback on assessments where the result is not satisfactory.

## **CLASSROOM CONDUCT**

You can expect your trainer and assessor to:

- be on time for classes
- be prepared for class
- be knowledgeable and engaging
- dress appropriately
- only use handheld devices in class when they are relevant to the activity
- communicate in English.

# RESPECT AND ETHICS

You can expect:

- to have your values and beliefs respected
- to be treated fairly and equitably by staff and students
- to interact with others in a collaborative, professional manner
- respect for yourself and your property

# CHANGES TO YOUR COURSE

## Changes to Our Business

If we make any changes to our business which may impact on our learners, we will notify any enrolled learners as soon as reasonably practicable. We will also advise how these changes affect their training. Learners will be notified either through email or the post about changes to:

- Ownership or control of the Smartlink RTO
- The name or trading name of the Smartlink RTO
- The Chief Executive Officer or other accountable officer of the RTO
- The location of Smartlink head office or any permanent training venue where the learner is enrolled
- The contact details of the RTO, changes to our scope of delivery, mode, training and assessment strategies
- The agreed services which are to be provided and any potential support services
- Any authorised third party delivery partner which could impact on the learner
- The training product you are enrolled in such as superseded units; transition arrangements
- Delivery of the agreed services to be provided as the result of unexpected events

## Smartlink Training initiated Course Transfers

We reserve the right at our discretion to transfer a course to another date and venue. This action will in no way waive the terms and conditions stated herein. In the event of us having to cancel a course, without offering any acceptable alternative, then you shall be entitled to a full refund of monies paid and no further liability shall be incurred by us.

This policy applies whether you enrol in a course directly with Smartlink or one of our authorised third party delivery partners.

# WHAT IS A USI AND WHY DO I NEED ONE?

USI is the acronym for Unique Student Identifier. It is a reference number that creates an online record of your training and qualifications attained in Australia. If you don't have a USI, then you can't be awarded your statement of attainment.

Under the Unique Student Identifiers Act 2014, all RTOs must ensure they have a valid USI for any student that enrols in nationally recognised training from 2015. This means (unless you have an exemption issued by the USI registrar) that as a student you must provide us with your USI to verify it. For information about USIs including how to create one visit <https://www.usi.gov.au/>.

For information on exemptions visit: <https://www.usi.gov.au/exemptions>.

If you are having trouble creating a USI, we will assist you during the orientation session on the first day.

Our full USI policy and procedure is available:

- In your student handbook
- By calling or emailing our office and on our website

# RPL AND CREDIT TRANSFER

**Credit transfer** is a formal recognition of previous studies and can help to reduce the duration of your course, as well as fees. You may apply for a credit transfer for a complete unit or modules within a unit. There is no charge to apply for a credit transfer but you need to let us know that you want to apply for this on your application for enrolment form in the relevant section. You will need to provide a certified copy of your certificate either issued by another education provider or an authenticated VET transcript issued by the USI Registrar.

**Recognition of Prior Learning (RPL)** is a process where skills and knowledge that you have gained through work and life experience and other unrecognised training can be formally recognised (provided it is not prevented by industry regulator or licensing requirements). You need to let us know that you want to apply for RPL at the time of application by indicating this on the application for enrolment form in the relevant section. There is a charge for RPL and this can be viewed in the Fees and Refunds policy. RPL can also reduce your course duration and fees.

We will inform you in writing of any reduced course duration and fees due to credit transfer and RPL and will issue you an enrolment confirmation that reflects the reduced course duration, based on any approved credit transfers or recognition of prior learning (RPL).

For more information related to our RPL Policy and or our Credit Transfer process please contact our office. For more information on fees and charges related to RPL refer to the fee and refunds policy.

## **LANGUAGE, LITERACY NUMERACY, AND DIGITAL ASSESSMENT**

### **LLND**

Language, Literacy, Numeracy and Digital (LLND) assessment helps to identify a learner's skill level in multiple foundational competencies that are vital for employability and further education. Smartlink Training uses the LLND to determine a learner's ability to be able to successfully complete the course and to identify any areas of learning needs and support strategies including reasonable adjustment that support VET students with disability.

#### **LLND for Courses**

A basic LLND test is conducted for our courses.

All learners will be required to pass a basic language, literacy, numeracy and digital test for our courses before confirmation of enrolment or prior to the commencement of the training. The test may be conducted via zoom, video call or a written test to be done before the start of your course. An assessor from Smartlink or from the authorised third party delivery partner who is conducting your course will mark the test and will use it to determine whether you might have any support needs when you undertake your course.

#### **LLND Refunds For Our Courses**

A refund will be provided to any learner who has paid course fees and then does not perform well enough on the language, literacy, and numeracy test to complete the course with a reasonable level of support.

This policy applies whether you enrol in a course directly with Smartlink or one of our authorised third party delivery partners.

# HOW CAN I APPLY?

The application process is outlined in the diagram below for our Courses:

Complete and send your Application for Enrolment Form to us. Make sure you include any supporting documents if there are entry requirements for your chosen course. These may include verified copies of previous qualifications, your ID and previous schooling.



When we receive your application for enrolment, we will assess it against the course requirements. If your application is verified, we will provide you with a basic Language Literacy, Numeracy and Digital assessment to complete. All learners will be required to pass this LLND assessment before confirmation of enrolment or prior to the commencement of the training. Your LLND Assessment may be conducted in person or via phone or Skype.



Your application will then be processed and if you are successful, you will be issued with an enrolment confirmation letter by email or post. If you were unsuccessful, we will be in touch to advise you of the outcome and provide advice about other suitable options or what you need to do before re-applying.



Please check your enrolment confirmation to ensure all course details, including fees and duration are correct. Your signed enrolment form confirms your agreement to the terms and conditions provided prior to enrolment. You do not need to sign or return the confirmation letter separately.



Enrolment is only confirmed once all required stages in the enrolment process have been completed. While payment may be made at any stage, a full refund will be issued if the learner is later determined to be unsuitable based on the outcome of the Language, Literacy, Numeracy, and Digital (LLND) assessment.

# COURSE ORIENTATION

All students enrolled in Smartlink Training programs are required to participate in an orientation and induction process.

For our courses, including one-day programs, students will receive a pre-course information pack before attendance. In addition, a brief induction session will be delivered at the beginning of the training day to cover essential safety, support, and course information.

On the first day of your course, the orientation session will cover the following key topics:

Course information.

- Facilities and resources available at our campus.
- Emergency evacuation procedures.
- Your rights and responsibilities as a student.
- Support services available
- WHS requirements, use of PPE, You are expected to comply with our Workplace Health and Safety Policy and to report all incidents, near misses, and safety hazards immediately.
- Critical incidents and critical incident reporting.
- Policies about course progress, attendance monitoring, deferral, suspension and cancellation, and our complaints and appeals process.
- Question and answer session.
- Assistance in creating your USI if you have not done so already.



## WHAT CAN I EXPECT DURING TRAINING AND ASSESSMENT?

At Smartlink Training, all programs are delivered using a competency-based approach aligned with current industry standards. Vocational education and training focuses on building practical, job-relevant skills through structured learning and assessment in real-world or simulated environments.

Depending on the course you are undertaking, training may occur in a classroom, workplace, or simulated industry environment designed to reflect conditions in your chosen field.

To demonstrate competency, you will be required to complete a range of assessment activities. Each task will be assessed as either Satisfactory or Not Satisfactory. You must achieve a Satisfactory result in all tasks for a unit to be marked Competent.

Certification Outcomes for our courses: If you are assessed as Competent in the unit(s) delivered, you will be issued a Statement of Attainment.

## ASSESSMENT

### ASSESSMENT STANDARDS

All assessments conducted by us will be in accordance with the principles of assessment and rules of evidence:

- **Valid**, that is, they will assess what they claim to assess
- **Reliable**, that is, they must result in consistent interpretation of evidence from the learner and from context to context
- **Fair**, that is, they must not disadvantage any learners
- **Flexible**, that is, they should involve a variety of methods that depend on the circumstances surrounding the assessment

All assessment conducted will be equitable, culturally and linguistically appropriate, and will involve procedures in which criteria for judging performance are made clear to all learners. Our assessors employ a participatory approach and provide for learners to undertake assessments at appropriate times and in appropriate locations.

We achieve this through:

- Careful design of the assessment process
- Validation of the assessment materials conducted during our review.
- Understanding the meaning and practical application of the above terms

The assessment process is the same whether you undertake your course with us or with one of our partners.

## ASSESSMENT METHODS

Our assessments and assessment methods ensure that we focus on the application of skills and knowledge as per the performance criteria, performance evidence, knowledge evidence and assessment conditions stated within the units of competency as required by the relevant nationally recognised training course and the relevant workplace including:

- **Task skills**, that is, doing the job
- **Task management skills**, that is, managing the job
- **Contingency management skills**, that is, knowing what to do if something goes wrong
- **Job role environment skills**, that is, managing your job and its interaction with others around you

We will ensure that we assess you in sufficient detail to determine that you have attained competency.

All assessment tasks will consider any language, literacy, numeracy and digital literacy issues, any cultural issues, or any other individual needs of each learner which are related to the assessment.

## REASSESSMENT ARRANGEMENTS

Re-assessment is available if you are found to be not yet satisfactory following your first attempt on your assessments. Students are provided with the opportunity to complete one reattempt on their assessments after their first attempt. This means that there are a total of 2 attempts (first attempt followed by one reattempt per assessment)

If a student requires more than the stated 2 attempts, any further reassessment attempts will incur reassessment fees which will apply. For more information on reassessment fees refer to the fees and refunds policy and procedure.

If your performance remains not yet satisfactory after the subsequent reassessments, you will need to speak to our assessor about attempting the task from the beginning again. This may require taking the unit over again. For further information, refer to the assessment policy and fees and refunds policy.

Arrangements for reassessment will be discussed directly with your trainer or assessor if required. You are entitled to one reattempt at each assessment task. If the reattempt is unsuccessful, a reassessment fee will apply for any further attempts, as outlined in the Fees and Refunds policy.

For our courses, these terms are confirmed in your pre-enrolment information. At Smartlink Training, we are committed to delivering high-quality, industry-relevant training and support across all our courses. While we cannot guarantee the awarding of a Statement of Attainment, we will ensure you are provided with the resources, trainers, and support necessary to help you succeed.

Your achievement will depend on your own participation, effort, and ability to demonstrate the required competencies in your course.

We also cannot guarantee employment outcomes following your training, as employment depends on a range of external factors beyond our control. However, what we do guarantee is that you will receive consistent, structured training supported by experienced and dedicated trainers who genuinely care about your progress.

Every student matters to us. Your success is a reflection of our commitment, and we celebrate each learner's achievement as a success shared by the entire Smartlink Training community.

# ACADEMIC INTEGRITY

Artificial Intelligence (AI) and Large Language Models (LLMs) are increasingly being used in the workplace and educational facilities.

Smartlink Training expects that all content generated in the course of undertaking studies with us will be your own original work.

Any use of AI will be for assistive purposes only, not to create substantive content for assessment.

Smartlink Training has a plagiarism policy which sets out expectations regarding academic integrity and the methods we use to detect AI and LLMs in student assessments.

The plagiarism policy also covers our stance on cheating, collusion and other forms of plagiarism.

Usage of text directly from AI or LLMs is plagiarism and is treated as such.

Smartlink Training provides students with further information about academic integrity during orientation and your trainer and assessor will also discuss this with you in class.

## ISSUING CERTIFICATES

Certificates will be issued once all course requirements have been met and all applicable fees have been paid including RPL if applicable.

For our courses, students who are assessed as Competent and have paid all course fees will receive a Statement of Attainment on the same day, where practical, or within 30 days at the latest.

If you withdraw from a course before completing all units, a Statement of Attainment will be issued for any unit(s) where competency was achieved, also within 30 days of withdrawal.

Please note:

- We are required by law to hold a valid Unique Student Identifier (USI) before issuing any certificate or statement.
- If you have not created a USI prior to your course, we will assist you in creating one during orientation.

Smartlink Training reserves the right to withhold certificates where fees remain unpaid, except where prohibited by law.

We are required by law to keep records of your statement of attainment, record of results, and units achieved for at least thirty (30) years. If you lose your statements of attainment, we can re-issue it to you for an additional charge. Refer to our Fees and Refunds policy for more information.

## ISSUANCE OF AWARDS

We shall ensure that all AQF certification documentation, including record of results and statements of attainment, are issued to a learner within 30 calendar days of the learner being assessed as meeting the requirements of the training product. This applies when the training program in which the learner is enrolled is complete and requires that the learner has paid all agreed fees.

Statements of attainment and/or Record of Results are issued for successfully completed units of competency.

All awards are issued by Smartlink as the RTO. No awards are ever issued by our authorised third party delivery partners.

Certificates issued by Smartlink have security features embedded in it. By enrolling into one of our courses you agree that your certificate issued by us will carry these security features such as QR code validation and watermark security.

Reissuing a certificate in hard copy for short courses will incur fees. For more information on refer to the fees and refunds policy.

# FEEDBACK

Your feedback is important to us! Like all businesses, we strive to improve and use feedback to make changes in line with continuous improvement. We want to make sure we are meeting the needs of current and future students so please let us know if something isn't right or you have a feedback suggestion by emailing or calling us.

You will also be provided with a Quality Indicator Survey which is issued by the National Centre for Vocation Education and Research (NCVER). You may also receive surveys from your trainer or the office from time to time. Please complete these and return as advised.



## FEEDBACK AND COMMUNICATION

We embrace an ongoing policy of open communication and encourage feedback and dialogue with all learners. This assists us with meeting learner needs and concerns, as well as providing data for ongoing improvement of our services.

We would appreciate hearing your opinions, whether you were satisfied by your experience, or any other views you have about our operations, policies, procedures, and training delivery and assessment.

We would also appreciate feedback about our authorised third party delivery partners.

Feedback will be sought through a learner satisfaction survey provided by us at the conclusion of your training. You may also be called upon by the regulating body, ASQA, to complete a survey about our services.

## IF YOUR DETAILS CHANGE

From time to time your personal details may change. You might get a new mobile phone number, change your address or emergency contact details. Please notify us within 7 days if your address changes.

If you ever notice that something isn't right with some of your personal information or our records – please let us know so we can amend your records and correct it.

Participant personal details, which are recorded at the time of enrolment and confirmed at the training session. Students must ensure to provide current and accurate personal details and notify us of any changes.

## POLICIES AND PROCESSES COMPLAINTS AND APPEALS

We sincerely hope not, but from time to time you may be unhappy with the services we provide or want to appeal a decision we have made. We take your complaints and appeals seriously and will ensure in assessing them that we look at the causes and action that we can take to ensure it does not happen again/reduce the likelihood of it happening again.

Complaints can be made against us, our trainers and assessors and other staff, another learner of Smartlink Training, as well as any of our authorised third party providers that provide services on our behalf.

Complaints can be in relation to any aspect of our services.

Appeals can be made in respect of any decision made by Smartlink Training. An appeal is a request for Smartlink Training's decision to be reviewed in relation to a matter, including assessment appeals.

In managing complaints, we will ensure that the principles of natural justice and procedural fairness are adopted at every stage of the complaint process. This means that we will review each complaint or appeal in an objective and consistent manner and give everyone the opportunity to present their point of view.

Our internal complaints and appeals process can be accessed at no cost. For full details refer to our Complaints and Appeals Policy and Procedure that is available on our website under the student handbook or can contact our office

# COMPASSIONATE OR COMPELLING CIRCUMSTANCES

You will find that many of our policies refer to compassionate and compelling circumstances so it is important to understand this term.

Compassionate and compelling circumstances are personal circumstances that:

- are involuntary and outside your control, for example, medical, family, wellbeing, or enrolment circumstances, and
- present you with limited or no choice.

## For our Courses:

Please read the following information carefully. It explains how Smartlink Training monitors your attendance and progress during your course delivery. This ensures that you are actively participating and meeting the course requirements on the day of training.

Given the condensed nature of our courses, attendance and engagement are monitored closely throughout the training day. The following strategies are used by trainers to support your progress and assess your performance:

- Confirming your presence for the full course duration
- Observing and recording your participation in all training and assessment activities
- Monitoring your engagement and understanding in real-time and addressing any issues immediately
- Reviewing your completed assessment tasks to determine competency outcomes

Your trainer may provide immediate feedback and support during the session if you:

- Arrive late or miss a significant portion of the course
- Have difficulty understanding or applying core concepts
- Do not participate in required theory or practical components
- Are unable to satisfactorily complete assessment tasks by the end of the day

Where appropriate, your trainer may offer options such as rescheduling, reattempting assessment, or further support.

These requirements apply to all students, whether enrolled directly with Smartlink Training or through one of our approved third party delivery partners.

Understanding these expectations in advance helps you come prepared and ensures the best possible training experience.

# ATTENDANCE

At Smartlink Training, consistent and punctual attendance is essential for successful course completion. Non-attendance or lateness can significantly impact your academic progress and may result in failure to meet course requirements.

## Attendance Expectations

Learners are required to attend all scheduled training sessions on time. If you are unable to attend a session, it is your responsibility to notify either us or the authorised third-party delivery partner delivering your course as early as possible. For learners enrolled in our courses, if unforeseen circumstances prevent you from completing the course, you may be eligible to attend a future session at no additional cost, subject to availability and management approval.

## Absences and Medical Documentation

If you are absent due to illness, you must provide a medical certificate issued by a legally qualified medical practitioner. Certificates issued by a pharmacist or chemist may not be accepted. Absences must be for legitimate reasons such as personal illness or emergencies. Missing scheduled training days for paid or voluntary work, including during placement, is not considered an acceptable excuse. If you miss an assessment due to work commitments, you will be required to reschedule and may incur a resit fee (please refer to the fees and refunds policy for more information on such fees).

## **Unexplained Absences**

Failure to attend without a valid reason may be formally reported and could place your course progression at risk. Repeated unexplained absences may lead to your expulsion from the course without refund.

## **Punctuality and Late Arrivals**

Timeliness is critical. Learners are expected to return promptly after breaks and to be present at the scheduled start time each day. If delayed, you must notify your trainer immediately via phone or SMS. Repeated lateness will be addressed in line with our code of conduct and may affect your training outcome.

## **Maintaining Attendance Records**

Attendance is systematically recorded and monitored for all learners. Absences supported by valid medical certificates or approved exceptional leave will be noted accordingly in our system, in line with RTO compliance standards.

# **DEFERRING YOUR COURSE**

Smartlink Training allows you to defer your course. This means that your place is guaranteed but you can choose to delay the start of your course.

Students may request to transfer to a later course date by submitting a written request (e.g., by email) prior to the course. Requests will only be considered when course fees are fully paid.

# **SUSPENDING YOUR COURSE**

Smartlink Training allows you to suspend your course. This means that although you have commenced your studies you will be able to take a leave from your studies.

To suspend your course, you will need to submit a written deferral request by email before the course begins and provide evidence of compassionate or compelling circumstances. If your request is approved, you will receive a confirmation email.

If your request is approved, a confirmation email will be sent to secure your place in a future scheduled session.

All requests and outcomes will be recorded in the student management system (PowerPro RTO) to ensure accurate tracking of enrolments and compliance with our obligations under the Standards for RTOs 2025.

# **TRANSFERRING COURSES WITHIN SMARTLINK TRAINING**

Smartlink Training offers students the options to transfer to other courses offered by Smartlink Training.

Smartlink Training will approve your request for transfer if you can show that:

- the course better meets your study capabilities and/or long-term goals
- you provide evidence that your reasonable expectations about the course are not being met.

Smartlink Training will not approve your request if:

- you have unpaid course fees for the current study period.

Note: You can upgrade to a more costly short course without being charged. To downgrade to a cheaper course will incur a \$50 administration fee.

# HOW TO APPLY FOR A COURSE TRANSFER

If you wish to apply to transfer from your current course to another, a written request (such as an email) is generally sufficient, provided it is submitted more than 48 hours before the scheduled course date.

Once your request is received:

- A decision will be provided within 10 working days.
- If your transfer is approved, your new enrolment will be confirmed in writing.
- Please check with us in advance whether any additional fees may apply as part of the transfer process.



## APPEALING THE DECISION

If your application for internal transfer is unsuccessful you will be advised in writing and you can access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

## DISCONTINUING YOUR STUDIES

We understand that sometimes circumstances change, and you may decide not to continue with your studies. Before finalising your decision, we encourage you to speak with a member of our team to ensure you are fully informed about your options and any implications.

If you are enrolled in a course, a written request (such as an email) is sufficient to formally withdraw. The request must clearly state your intention to withdraw and be submitted before the course begins. Refunds will not be available if your request is received after the cooling off period, so please check the Fees and Refunds policy for full details on the cooling-off period for our courses.

All withdrawal requests will be processed promptly, and confirmation will be provided in writing.

## SUSPENSION OR CANCELLATION OF YOUR ENROLMENT

It is important to understand that your enrolment may be cancelled or suspended by Smartlink Training in a range of circumstances:

- Misbehaviour (i.e., not abiding by the Student Code of Conduct as outlined in this document).
- Not paying your course fees.
- Not making satisfactory course progress or attending classes as set out in this document.

Where any of the above circumstances apply you will be contacted in writing to inform you of the intended suspension or cancellation and the reasons for this.

You will be given the opportunity to access our Complaints and Appeals Policy and Procedure to appeal the decision within 20 working days of receipt of the decision.

We will not cancel your enrolment until the internal appeal process is complete unless your health and wellbeing or that of others could be at risk.

# PRIVACY AND RECORDS MANAGEMENT

## Smartlink Records Management Policy

Administrative records management specifications are determined by regulatory requirements, business functions, technologies, risks, evidence requirements, retention and archiving requirements, compliance requirements for external and internal reporting, security, storage and retrieval of information requirements.

We maintain records of program development, program delivery, participants, human and physical resources, and financial and management activities for all courses on our scope of registration.

## WHAT PERSONAL INFORMATION WE COLLECT

- Participant personal details, which are recorded at the time of enrolment and confirmed at the training session. Students must ensure to provide current and accurate personal details and notify us of any changes.
- Course details, which are recorded at the time of enrolment and confirmed at the training session
- Course units of competency or modules, which are recorded at the time of enrolment and confirmed at the training session
- Progress records, which are recorded on hard copy by trainers during the training session
- Attendance records, which are recorded on training session rolls by trainers during the training session
- Completed assessments, which are retained for 2 years as required by law unless required for a longer period under additional regulatory or legislative requirements
- Participant records of results and statements of attainment will be maintained for a minimum of 30 years, as required by law and is safely stored in an easily accessible format.

## 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 you do not provide this information, we will be unable to process 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.

All personal information provided to us is protected as required by the Privacy Act 1988 (Cth) and is securely stored and only provided to relevant government authorities/bodies as per legislative and data reporting requirements to meet our RTO compliance and regulatory requirements. It will not be accessed by any unauthorised person without prior written consent from the learner.

Our full privacy policy is available:

- In your pre-enrolment package
- For download from our website
- By calling or emailing our office

### Accessing Your Record

To access your personal record, you need to make an appointment with the CEO. You can do this either by calling the office or arranging an appointment through your trainer/assessor and or authorised third party provider as applicable

## 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 us using the contact details listed below.

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>.

## SURVEYS

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

## CONTACT INFORMATION

At any time, you may contact Smartlink Training 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.

Please contact us using the contact details provided at the beginning of this document. If you would like to view a copy of our privacy policy and associated procedures, let us know and we will provide this to you.

# EMERGENCY PROCEDURES

At the beginning of your training you will be given a briefing on the emergency procedures to follow in the event of an emergency. You are expected to comply with all emergency instructions given by any Smartlink staff member or any staff member of a Smartlink authorised third party delivery partner who deliver short courses only.

## EMERGENCY CONTACTS AND OTHER USEFUL NUMBERS AND INFORMATION

### EMERGENCY SERVICES

Dial 000 and advise whether you require:

- police
- fire
- ambulance.



### FOR ALBURY NSW LOCATION

#### POLICE STATION

The nearest police station is:

#### ALBURY POLICE STATION

Address: 539-543 Olive Street Albury NSW 2640 (P.O. Box 671)

Phone: 02 6023 9299

Fax: 02 6023 9258

Website:

[https://www.police.nsw.gov.au/about\\_us/regions\\_commands\\_districts/southern\\_region/murray\\_river/albury\\_police\\_station](https://www.police.nsw.gov.au/about_us/regions_commands_districts/southern_region/murray_river/albury_police_station)

OPEN 24 HOURS

### MEDICAL FACILITIES NEAR CAMPUS

The closest hospital to campus with an Accident and Emergency Department is:

Name: Albury Wodonga Health – Albury Campus

Address: 586–600 Poole Street, Albury NSW 2640

Phone: (02) 6058 4444

Website: <https://www.awh.org.au>

The closest medical centre is:

Name: Albury Medical Clinic

Address: 596 Smollett Street, Albury NSW 2640

Phone: (02) 6021 3888

Website: <https://www.alburymedicalclinic.com.au>

**Counselling service near campus:**

Name: Headspace Albury Wodonga

Address: 155 High Street, Wodonga VIC 3690

Phone: (02) 6055 9555

Website: <https://headspace.org.au/headspace-centres/albury-wodonga>

## TRANSPORT SERVICES

Victoria Public Transport: <https://www.ptv.vic.gov.au/>

NSW Public Transport: <https://transportnsw.info/>

## TAXI COMPANY

Black and White Cabs

Phone: 133 222

Website: <https://www.blackandwhitecabs.com.au>

## FOR WAGGA WAGGA NSW LOCATION:

**Local Police Station:**

Name: Wagga Wagga Police Station

Address: 217–219 Tarcutta Street, Wagga Wagga NSW 2650

Phone: (02) 6922 2599

Website:

[https://www.police.nsw.gov.au/about\\_us/regions\\_commands\\_districts/southern\\_region/riverina/wagga\\_wagga\\_police\\_station](https://www.police.nsw.gov.au/about_us/regions_commands_districts/southern_region/riverina/wagga_wagga_police_station)

**Closest Hospital with Emergency Department:**

Name: Wagga Wagga Base Hospital

Address: 260–280 Edward Street, Wagga Wagga NSW 2650

Phone: (02) 5943 1000

Website: <https://www.healthdirect.gov.au/australian-health-services/healthcare-service/wagga-wagga-2650-nsw/wagga-wagga-base-hospital/emergency-department-service/2f11dcf5-91c8-1a7a-c973-fbda4fad01f9>

**Closest Medical Centre:**

Name: Wagga Wagga Medical Centre

Address: 4 Baylis Street, Wagga Wagga NSW 2650

Phone: (02) 6921 4053

Website: <https://www.waggamedicalcentre.com.au/contact.php>

**Counselling Service Near Campus:**

Name: Hope & Resilience Counselling

Address: Suite 10, Level 1, 53 Tompson Street, Wagga Wagga NSW 2650

Phone: 0423 385 761

Website: <https://hopeandresilience.com.au/>

## FOR SHEPPARTON VIC LOCATION

### **Police Station**

Name: Shepparton Police Station

Address: 155 Welsford Street, Shepparton VIC 3630

Phone: (03) 5820 5777

Website: <https://www.police.vic.gov.au/shepparton-police-station>

### **Medical Facilities Near Campus**

Hospital: Goulburn Valley Health – Emergency Department

Address: 2–48 Graham Street, Shepparton VIC 3630

Phone: (03) 5832 2322

Website: <https://www.gvhealth.org.au/our-services/wards/emergency-department/>

Medical Centre: Shepparton Medical Centre

Address: 49 Graham Street, Shepparton VIC 3630

Phone: (03) 5823 3100

Website: <https://shepmed.mthc.com.au/>

### **Counselling Service Near Campus**

Name: Good News Counselling Service

Address: 600 Wyndham Street, Shepparton VIC 3630

Phone: (03) 5831 5119

Website: <https://sheppartonchurches.org.au/community/welfare/good-news-counselling-service/>

## FOR WANGARATTA LOCATION

### **Police Station**

Name: Wangaratta Police Station

Address: 21–33 Handley Street, Wangaratta VIC 3677

Phone: (03) 5723 0888

Website: <https://www.police.vic.gov.au/wangaratta-police-station>

### **Medical Facilities Near Campus**

Hospital: Northeast Health Wangaratta – Emergency Department

Address: 35–47 Green Street, Wangaratta VIC 3677

Phone: (03) 5722 5111

Website: <https://www.northeasthealth.org.au/emergency/>

Medical Centre: Wangaratta Medical Centre

Address: 34 Green Street, Wangaratta VIC 3677

Phone: (03) 5722 1500

Website: <https://wangmed.com.au/contact-us/>

**Counselling Service Near Campus**

Name: Allawah Counselling

Address: PO Box 363, Wangaratta VIC 3677

Phone: 0490 830 878

Website: <https://allawahcounselling.com/>

**Transport Services**

Victoria Public Transport: <https://www.ptv.vic.gov.au/>

**Taxi Company**

Black and White Cabs

Phone: 13 32 22

Website: <https://www.blackandwhitecabs.com.au>

**Please note: If you require external support services within a specific area that is not listed above then contact Smartlink and we are happy to provide it to you as well. Also for more detailed external support services please refer to our Student External Support which is available on our website or by calling our office.**

## CRISIS SUPPORT

### LIFELINE 13 11 14

Lifeline provide a 24-hour crisis support and suicide prevention service. If you are thinking about suicide or are experiencing a personal crisis, call Lifeline for immediate support.



### BEYOND BLUE 1300 22 4636

Beyond Blue provide support services to those who need support and may be affected by anxiety, depression or suicidal thoughts. They can be contacted by phone, online chat support or via email. Visit their site:

[www.beyondblue.com.au](http://www.beyondblue.com.au)



See a range of help lines and websites at <https://www.beyondblue.org.au/get-support/national-help-lines-and-websites> including mental health, groups who may experience discrimination, kids helpline, Relationships Australia and Headspace.