

ACCESS AND EQUITY POLICY AND PROCEDURE

POLICY

Smartlink Training Pty Ltd and its authorised third-party providers, who deliver short courses only on behalf of Smartlink Training, are committed to upholding the principles of access and equity in line with the Standards for RTOs 2025. We ensure that all individuals are treated fairly, respectfully, and equitably, and are provided with a safe, inclusive learning and working environment that is free from discrimination, harassment, vilification, antisemitism or bullying.

Smartlink Training does not discriminate against individuals based on age, gender identity, cultural or linguistic background, race, disability, sexual orientation, socio-economic status, or educational attainment. Trainers and assessors are expected to provide reasonable support to all learners, including those with disability, low literacy or numeracy skills, or other identified support needs.

Smartlink Training designs and delivers training and assessment that is inclusive, appropriate, and culturally sensitive. We provide support services to address barriers to learning and participation, and ensure learners are informed of these services during pre-enrolment.

This access and equity policy and procedure applies to all Smartlink Training RTO staff, students, authorised third party providers and any other relevant third parties including work placement providers where applicable.

ACCESS TO RECORDS

Learners may request access to their personal records by submitting a written request to the CEO. Records will be made available:

- Within 2 business days for learners who completed training within the past 6 months.
- Within 5 business days for learners who completed training more than 6 months prior.

Authorised Smartlink staff and third-party providers may access learner records as required, strictly for operational and compliance purposes and in line with privacy requirements.

Disclosure of personal information will only occur with learner consent or as required under the National Vocational Education and Training Regulator Act 2011 and the Privacy Act 1988.

PROCEDURE

1. Smartlink Training's pre-enrolment information document and the student handbook link on the website provides clear and accurate information that will assist the students to make an informed decision prior to enrolment. Students must read this document and confirm that they have understood all this information at the time of enrolment by completing the declaration on the enrolment form.
2. Pre-enrolment information, including enrolment requirements, entry requirements, USI requirements (including exemptions), LLND assessment processes, student training and wellbeing support services, and access to training resources, are provided via the website and printed materials.
3. Smartlink Training's pre-enrolment process includes clear information about entry and enrolment requirements for both short courses and qualifications. As part of this process, all prospective learners must complete a Language, Literacy, Numeracy, and Digital (LLND) assessment. A streamlined version is used for short courses, whereas a comprehensive LLND assessment is conducted for qualifications.

4. Smartlink Training will inform students with USI exemptions prior to the completion of enrolment that the results of the training will not be accessible through the Commonwealth; and will not appear on any authenticated VET transcripts prepared by the registrar. Smartlink Training will advise students of any difficulties that may arise when accessing their records or information through the Commonwealth or USI Register. Smartlink Training will ensure that this data is not accessible through the Commonwealth or on any authenticated transcripts prepared by the USI registrar. Smartlink Training will ensure to protect the privacy of an individual's Unique Student Identifier.
5. Smartlink Training provides prospective students with information on RPL (Recognition of Prior Learning) and CT (Credit Transfer) in its pre-enrolment information so that they can make an informed decision prior to enrolment and notify Smartlink Training if they wish to apply for RPL and/or CT throughout the enrolment process and training and assessment period. If Smartlink Training is provided with the relevant evidence, then Smartlink Training will access the USI transcript service or contact the issuing organisation to verify the authenticity of the application.
6. Smartlink Training provides students with the opportunity to disclose their disability at the time of enrolment when completing the enrolment form. If a student wishes to disclose this information, it will be handled with discretion as per privacy laws and Smartlink's privacy policy. This information will only be accessed by Smartlink Training's authorised RTO staff to make reasonable adjustments to support the student to access and participate in their training and assessment journey and help them successfully complete their chosen training course. Where reasonable adjustments are not appropriate or possible then Smartlink training will inform the student of the reason as soon as possible.
7. Smartlink Training will ensure that all training facilities (including classrooms, student areas, kitchen and dining facilities, and toilets) **are accessible by those with disabilities**. Resources (training and assessment resources for theory and practical activities and assessment tasks including work placement tasks where applicable) and equipment (computers and other relevant training equipment as per course requirements) are fit for purpose, safe (follow the WHS policy and procedure) and accessible and sufficient to meet the needs of the number of learners as per the relevant training course's requirements. Smartlink Training will ensure that all students are able to access these areas during operating hours for training and assessment purposes to provide students ample opportunities to complete their courses.
8. Smartlink Training will ensure that all RTO staff (administration, support services, trainers/assessors and any authorised third-party providers who deliver short courses only) are available during the students' training and assessment journey and that students have access to them during suitable operational hours (9 am – 5 pm Monday to Friday) to support them. Smartlink Training's 'Contact Us' page on our website provides details on how and when to contact Smartlink via the form, email, and office phone number. This information is also provided in the pre-enrolment information document.
9. Smartlink Training will provide all students with sufficient access to training support services and relevant resources to support their learning needs and are provided with reasonable time to do so. Support services are offered directly or through referrals to external providers, with contact details made available during enrolment.
10. Smartlink Training aims to provide students with a safe and inclusive learning environment that fosters inclusion and diversity which is free from discrimination, bullying, vilification, antisemitism 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.
11. All Smartlink Training staff and any authorised third-party providers who provide services on behalf of Smartlink Training under the third-party arrangement agreement to deliver short courses only will treat all individuals equitably and comply with anti-discrimination, human rights, and privacy legislation.
12. Smartlink Training provides all its RTO staff, authorised third party providers (who deliver short courses only) with information on equality and cultural safety including for First Nations people, through the trainer/assessor induction process and ongoing professional development activities to ensure that all students are treated with respect, dignity and care at all times.

13. All assessment methods are designed to be culturally and linguistically appropriate.
14. LLND assessments are undertaken prior to enrolment confirmation (for qualifications only) or the commencement of training (for short courses only). They are designed to ensure that learners possess the foundational skills required for their chosen course and to identify any support needs. This enables Smartlink Training to provide appropriate support and ensure equitable access to learning and assessment, in alignment with the Standards for RTOs 2025.
15. Smartlink Training will ensure that only authorised and trained RTO staff who have the access to PowerPro Student Management System (SMS) with the current and appropriate login details (username and password) will have access to student records as required to produce and issue the AQF certification documentation.
16. Smartlink Training ensures to provide only limited access to relevant RTO personnel in order to safeguard student records and reduce any risks associated with maintaining privacy and confidentiality and to maintain data integrity and security.
17. Smartlink Training will ensure that students are able to access copies of their AQF documentation as required over the legislated period. This documentation is maintained safely and securely in our Student Management System which is backed up regularly.
18. The pre-enrolment information document also provides students with information on how feedback can be provided to Smartlink through open communication and dialogue with all learners and how Smartlink Training appreciates any opinions, learner needs, and concerns about its operations, policies, procedures, training delivery and assessment and any surveys for ongoing improvement of our services.
19. Complaints and appeals may be submitted as per Smartlink's Complaints and Appeals Policy which is provided to all prospective students prior to enrolment through the pre-enrolment information document and the student handbook link on the website which is publicly available and easily accessible to all prospective students.
20. Continuous improvement measures ensure ongoing compliance and responsiveness to learner needs.

LEGISLATIVE FRAMEWORK

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

EVIDENCE AND SUPPORTING DOCUMENTS

- Smartlink Training Website
- Student Handbook Website
- Pre-Enrolment Information
- Enrolment Policy
- Complaints and Appeals Policy
- Complaints Form and Register
- Privacy Policy and Procedure
- USI Policy and Procedure

- Credit Transfer and RPL Policy
- Third-party Policy, Agreements
- All other Smartlink Training's RTO Policies and Procedures as applicable

REFERENCES

Standards for Registered Training Organisations (RTOs) 2025
ASQA Final Practice Guides