

Student Information



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Introduction

Welcome to Anntek!

Firstly, may we congratulate you on your selection of a quality training organisation to assist you with your career and educational aspirations!

Anntek was established in 2007 primarily to assist individuals seeking to establish a registered training organisation (RTO). Since its inception, Anntek has worked with a range of organisations to assist with educational needs and aspirations including the establishment of registered training organisations.

Anntek is progressively adding a range of qualifications to its scope of registration to assist industry to achieve and maintain high levels of skill.

This Student Information Manual has been provided to you so that you are aware of the policies and procedures affecting your enrolment with Anntek. If you have any questions in relation to any of the content please do not hesitate to contact Anntek directly.

Anntek prides itself on its consultative approach to vocational education and invite you to contact us at any time to discuss your needs or those of your organisation.

Again, may we say congratulations and best of luck to you as you commence the next step of your exciting career!

Regards

Narelle Duncan

Director

Anntek Pty Ltd

Code of Practice

The Code of Practice outlines the obligations and responsibilities required to meet the standards for the provision of vocational training and education. Anntek will ensure that policies and management practices are adopted which maintain high professional standards in the marketing and delivery of vocational training and education services, and which safeguard the educational interests and welfare of participants.

Anntek is committed to integrating Access and Equity principles within all our services that we provide to our clients. All staff will and do recognise the rights of clients/participants and provide information, advice and support consistent with this Code of Practice.

Marketing:

Anntek markets its training programs with integrity, accuracy and professionalism in all their marketing strategies and materials.

Course Information:

Anntek provides accurate information to participants regarding their Fees, Access and Equity, Mutual Recognition, Equal Opportunity & Harassment policies.

Recruitment:

Recruitment of participants will be conducted at all times in an ethical and responsive manner. Recruitment decisions will rest on assessment by Anntek incorporating the standards and outcomes of the course that are likely to be achieved by the applicant given his/her qualifications, proficiencies and aspirations.

Mutual Recognition:

Anntek will recognise the qualifications and statements of attainment issued by another registered training organisation.

Appeals and Complaints:

Anntek will ensure that participants have a fair mechanism for appealing disputed assessment decision through the Appeals and Complaints Policy.

Refund Policy:

Anntek has fees and charges and refund policies that are fair and equitable. The policies contain guidelines for refunding fees to participants should the training provider cancel or discontinue a course for any reason or should a participant withdraw from the course.

Fees and Charges:

Information on fees and charges is clearly documented and made available to all participants and other stakeholders.

Access and Equity Policy

- Anntek is fully committed to access and equity across the services that we offer and within the constraints of work location and available resources.
- Our access and equity policy will be continuously implemented and reviewed for areas of improvement.
- Anntek will strive to meet the needs of individuals, and the community as a whole through the implementation of access and equity guidelines.
- Anntek staff and contractors will ensure that equity principles for all people are implemented through the fair allocation of resources and the right to equality of opportunity without discrimination.
- We will increase opportunities for people to participate in the vocational education and training system, and in associated decisions, which affect their lives by working very closely with relevant government organisations, employers and trainees.
- We will implement customer oriented programs and target the specific needs of market segments in enhancing the economic development of the organisation.
- To ensure that all staff take full responsibility for access and equity, Anntek has determined that access and equity principles are incorporated into all policies and procedures of the organisation and that staff act in accordance with Anntek's Code of Practice.

The principles of access and equity will be achieved by:

- Being aware of our industry and community needs
- Marketing our services in a non-discriminatory and inclusive manner
- Ensuring that we do not discriminate against potential clients in giving access to our full range of services
- Applying approved government policies that assist the client
- Ensuring access and equity issues are considered during learning and assessment development
- Providing access to professional development for staff and to assist trainers and managers who provided training and assessment for under-represented groups
- Assist our trainers and assessors in developing additional skills to work with clients with differing learning requirements

Enrolment Information

Enrolment in the courses offered by Anntek consist of three simple steps:

1. Decide on the qualification you wish to complete
2. Request a copy of the appropriate information manual
3. Obtain and complete the application form

The rest will be done by Anntek.

When you have decided on the qualification you would like to complete, simply contact the office administrator who will arrange to have an enrolment form sent to you immediately. Once the form is completed simply return it for processing.

Once your enrolment form is received by Anntek, you will receive formal notification of your acceptance and an invoice according to your payment preference and delivery mode. If you are completing a traineeship your employer will also receive a letter advising of your acceptance and an invoice.

If you are completing a traineeship with Anntek a formal induction will be undertaken. At this induction a short language, literacy and numeracy screen may be conducted to ensure that you have the appropriate levels of knowledge and skill to complete your chosen qualification (please refer to the individual course information manual for detailed information on the required levels of language, literacy and numeracy). This induction program will consist of:

- Information on your roles, rights, obligations and responsibilities
- The roles, obligations and responsibilities of Anntek
- The content of the training program
- Learning and assessment needs, resources and allocations
- Your learning needs and how you learn best
- Legislative provisions applicable to Anntek and your training
- The information contained in this student handbook
- Contact information

Fees and Charges

Course Fees

All fees are generally payable in advance. However, depending on the course you undertake you may be able to pay by instalments. Further information on fees and payment methods is available by contacting Anntek.

Payment in advance

Upon acceptance of your enrolment and upon completion of your induction, an invoice will be issued for the full amount of the course. Once received this invoice must be paid within 7 days. Fees may be paid by cheque, cash, direct credit, bank cheque and money order.

Fees paid in installments

Anntek offers various options for the payment of fees by instalment. These include:

- Payment of fees by cluster (depending on the course structure)
- Payment of fees by unit (depending on the course structure)

The course enrolment form allows you to alert Anntek that you wish to pay by instalment. Where this question on the form is not answered, all fees will be due and payable within 7 days of your invoice being issued by Anntek.

Prior to the commencement of each unit of competency or cluster of units, you will be provided with an invoice for that unit or cluster. Payment is required to be completed prior to commencement and no learning materials will be provided until the payment is received. Once payment has been received and cleared (in the case of cheques) all learning and assessment materials will be provided to you.

If you are completing your training online, you will not be provided with a username and password until all course fees are paid in full.

Refunds

Fees paid in advance

Where Anntek cancels a course due to insufficient numbers, all fees will be returned within 14 days of formal notification being sent to all participants. However, if you choose, these fees may be transferred to the next available course. Those wishing to transfer the fees will be given priority enrolment in the next available course.

Where you are unable to attend and provide formal written notification at least two weeks prior to the course commencing, all course fees will be refunded.

If you are unable to attend and provide formal written notification within two weeks of the course commencing, 80% of the course fees will be refunded.

Once a course has commenced there will be no refund applicable except in circumstances where the reasons for non-attendance are beyond your control. In these circumstances you must ensure that Anntek is provided with documentation to establish the reasons. For example, where you have been struck by illness, a medical certificate will suffice.

Anntek also reserves the right to negotiate with individual participants to refund fees in cases of hardship. These fees will be refunded on a pro-rata basis.

Fees paid by installment

Where you have commenced training and are paying by instalment, no refund will be applicable after the learning and assessment materials have been issued.

Recognition

Anntek will recognise the qualifications and statements of attainment issued by other RTOs.

Recognition of Prior Learning (RPL) allows you to demonstrate that you hold certain skills that would normally be attained through participation in this or other forms of training that leads to nationally recognised qualifications and/or statements of attainment.

If you wish to apply for assessment for RPL you should contact Anntek for a RPL Guide and Application Form. The guide will explain the process for preparing a portfolio of evidence, which details your previous work experience, education and training details and other interests or skills. Other supporting documentation, such as references, previous learning, reports and work samples may be included with the application.

In the case of formal learning, applicant's portfolios may contain the following documents.

- certified copies of a any qualifications/statements of attainment;
- details of any formal assessment of learning undertaken;

In the case of demonstrable experience whether through work or life experiences, applications should include a detailed curriculum vitae/resume and letters of support from appropriate persons/organisations who can verify these details.

Applications and the applicable fees (refer to the fees and charges schedule at the rear of your course Information Manual), should be submitted to the office administrator as soon as is practicable to avoid repeating units of competency where these skills have already been obtained. RPL rates are charged at 75% of the normal unit fee.

Whilst the policy of Anntek requires you to submit this documentation to support your application for RPL, management also incorporates various other techniques to assist in the assessment of your application including formal discussions and interviews with you and challenge tests where applicable.

Direct Credit

Where you have obtained a qualification or statement/s of attainment for previous qualifications or units of competency completed and wish to have these recognised you must provide certified copies of the qualifications and/or statements of attainment to Anntek.

This must be done as soon as is practicable after submission of the enrolment form to make certain that you do not repeat any units of competency.

Credit Transfer

If you have completed qualifications or units of competency from a previous training package or qualification with similar outcomes you may have these recognised. In order to apply for Credit Transfer you must first contact Anntek to see if the units of competency are from a recent training package and the degree of changes made between training packages.

If you have completed an older qualification or unit of competency and an alignment exercise must be completed to determine the extent to which the units of competency from the origin qualification align to the units from the destination qualification. You will be requested to provide a range of documentation to support the alignment that may include:

- Certified copies of qualifications/statements of attainment/certificates
- Where possible, academic transcripts
- Learning or assessment materials from the origin qualification/course

Complaints and Appeals

Complaints

All learners have the right to make a formal complaint regarding any systems or processes provided by ANNTEK. Should you feel that you have a genuine complaint with regard to our service we expect that you will communicate this to us to assist us in improving our processes, systems and customer service standards. You may wish to lodge your complaint in writing or verbally.

All verbal complaints must be directed to the administration office of ANNTEK. You will be asked to provide full details of the complaint including your name, address and contact numbers so that ANNTEK may make contact should further clarification be required. *It should be noted that all personal details including name and contact details will remain confidential.*

The details of the complaint will be passed on to management for their consideration and arbitration. In deliberating the complaint, all relevant legislation and regulation will be accessed and given due consideration and discussions minuted. In all cases, you will be fully advised of the outcome in writing.

Where you are dissatisfied with the decision of management, you will be invited to meet with management to further discuss the issues and negotiate to reach a mutually acceptable outcome. At this time all discussions from these meetings will be minuted and all stakeholders will be informed of the outcome in writing.

Should you wish to submit a formal written complaint this must be done using the complaints and appeals form available from the office administrator.

Appeals Against Academic Results

If you believe that you have received an unfair assessment result, you have the right to appeal.

In the first instance, you must approach your assessor to ascertain the circumstances of the assessment and why you believe that the result is incorrect. The assessor will document these discussions for the records of ANNTEK. Where the assessor believes that the assessment result is not reflective of your level of competence, you will be given a further opportunity for assessment. Where the assessor believes that the assessment decision was correct, you will be required to lodge a formal written appeal using the complaints and appeals form available from the administration of ANNTEK.

This must be completed within 14 days of receiving the result of the assessment.

Within 7 days of receiving the appeal, management of ANNTEK will negotiate with you to arrange a formal hearing where you will be given the opportunity to present evidence and a case as to why you believe the assessment result to be incorrect. Within 7 days of the hearing, you will be formally advised of the outcome.

Other Appeals

Where you are dissatisfied with a decision made by ANNTEK in relation to its service, you must put the issues in writing to management. Upon receipt of the appeal by management you will be invited to attend a formal hearing where you will be given the opportunity to present your case and provide supporting evidence. This hearing will be attended by management and recorded by administrative staff of ANNTEK.

Formal notification of the outcome of the appeal will be communicated to you within 7 working days of the hearing.

Language Literacy and Numeracy Considerations

In order for Anntek to provide you with the best possible training and assessment, it is important that we understand your learning style so that learning and assessment activities can be adjusted to suit your needs and relevant support offered if necessary.

When completing your enrolment form, you may be asked to complete a short survey to tell us a little about yourself. This will determine the best way for you to learn. For example; some assessments may consist of a lot of reading and writing. However, you may feel that your writing ability will hinder your ability to complete your assessment. Therefore, the methodology for this assessment may be replaced by a verbal assessment activity that will gather the same evidence to demonstrate your knowledge. This will depend largely on the qualification or course that you are completing.

You may also be asked to do some simple reading and arithmetic to gauge your level of knowledge and skill in these areas. Given that this industry has some important mathematical calculations and reading requirements, it is important that we know your level of knowledge before we commence the training.

Where Anntek is unable to assist because of a higher-level language, literacy or numeracy issue, we will work in partnership with another organisation to ensure that all of your needs are met.

Student Support, Welfare and Guidance Services

In accordance with this organisation's access and equity policy all participants will be treated equally and with respect by staff and other participants at all times.

Anntek offers you the most up to date information regarding:

- Career guidance

- Welfare and counselling services
- Employment opportunities
- Training initiatives and opportunities

Further information on all of the above topics are available by contacting the office administrator. Contact numbers are available at the back of this document.

It is the policy of Anntek that all participants have the most appropriate access to training and support resources and materials where required. If for any reason you feel that you may need assistance, whether it be of a personal nature or support with tuition, please do not hesitate to contact the office administrator for referral or speak directly with your trainer.

Anntek can offer you assistance with your learning throughout the entire course via:

- flexible learning and assessment
- one-on-one tutoring;
- pre-course interviews;
- training needs analysis;

All services offered by Anntek are confidential and non-judgemental to support you in realising your career potential. Whilst Anntek does not have the assistance of employed counsellors, referrals will be made wherever necessary.

Discipline

All staff and participants are expected to behave in a responsible manner.

Where it is identified that a student has not abided by the code of conduct and depending on the magnitude of the misconduct, staff may suspend the student from attendance until the misconduct is dealt with by management.

Trainers/assessors will provide a written statement to the management of Anntek which details the circumstances of the misconduct.

The management upon receipt of the advice will advise you of the receipt of the statement from the member of staff and invite you to discuss the details of the statement. Management reserves the right to:

- Dismiss the statement; or
- Reprimand and provide ample warning to you that inappropriate and irresponsible behaviour will not be tolerated

Where management has identified that you has behaved irresponsibly or inappropriately, a verbal warning will be provided to you.

In circumstances where a student continues to misbehave, the same process will apply. However, at the conclusion of the discussions with management, you will be provided with a written warning. If it is further identified that the behaviour continues, management reserves the right to expel you from the course.

All documentation in relation to the discussions with management will be filed in a confidential manner on your file.

Where a participant has been expelled from a course, no refund of student fees will be applicable.

Issuance of Qualifications and Statements of Attainment

In accordance with the Vocational Education Training and Employment Act 2000, Anntek will ensure that all qualifications and statements of attainment are awarded within 21 days of successful completion of:

- Selected units of competency from accredited courses or qualifications
- Qualifications
- Exit points from qualifications

Various qualifications from training packages contain exit points. Exit points are points within a qualification where you may withdraw from training but may still be eligible for a lower level qualification.

For example; where all units from a certificate II qualification are included in the units in a certificate III qualification. Should a student choose to withdraw from the certificate III qualification and has completed all required units for the certificate II qualification, the student is entitled to be awarded the certificate II qualification. This in turn would provide you with the opportunity to have those units mutually recognised with another registered training organisation should he/she decide to continue the training at a later date.

Qualifications and/or statements of attainment will not be issued where all assessment information has not been received and attached to you file or fees remain outstanding.

Learning and Assessment Methodologies and Strategies

Anntek is committed to providing the best possible learning environment for all staff and participants to achieve the outcomes sought by industry. Therefore, the trainers will work with participants to ensure that the needs of each individual student are met in accordance with their own learning style.

The way a student learns will depend greatly on his/her ability to be able to interpret and comprehend the information being provided by the trainer and their ability to be able to apply this knowledge and skill in an assessment.

Anntek has developed generic learning and assessment methodologies that can be contextualised/customised to suit your learning style, your working environment and the needs of your industry and employer.

Learning options available may consist of the following:

- Online learning
- Resource manuals
- Textbooks
- Practical on site activities

Assessment methodologies may consist of the following:

- Written and/or oral questions
- Direct observation of skills on site
- Project work
- Examinations
- Assignments

Further information on the learning and assessment methodologies and strategies may be obtained by contacting the office administrator directly who will arrange to send detailed information on the learning and assessment for each unit of competency.

All assessments include clear information on the requirements for completing each activity whether they be questions (written or oral) or direct observation of your skills on site. Changes to assessment can be made at any time providing the assessor has sufficient opportunity to make amendments prior to conducting the activity and all evidence to substantiate the achievement of competency can be collected.

Upon completion of the assessment activity you will be provided with feedback on the result of the assessment whether you have been determined competent or not yet competent. In accordance with the principles of competency based training and assessment, if you have been determined not yet competent, you will be given two further opportunities to be reassessed. Where you have been unable to achieve competence after three assessments you will need to re-enrol in the unit/s or cluster/s at the fee rate of 50% of the unit of cluster cost.

Flexible Learning

Flexibility is a key concept underpinning the national training system. It is a philosophy and an approach which expands choice on what, when, where, and how people learn.

Employers benefit from the ability to integrate training into their workplace in a way that suits their operations, while learners can access training that best suits their learning style and helps them balance their work, life and education commitments.

Flexible learning includes a range of delivery modes such as:

- distance education
- mixed-mode delivery
- online/e-learning
- self-paced and self-directed learning.

As a student/client of Anntek, you are in control of your learning and we will work with you to develop your learning to further enhance your experience in the VET sector. So, if at any time you believe that we are not meeting your expectations, we would appreciate your feedback to ensure that we will in future meet all of your expectations.

Commonwealth and State Legislation

All participants and staff of Anntek are expected to comply with all relevant legislation at all times. Specific legislation in relation to your training will be included in your learning resources and assessment information. However, where a particular piece of legislation affects your participation in training, this will be advised immediately.

All Queensland legislation is available on line at www.legislation.qld.gov.au.

All Commonwealth legislation is available on line at www.scaleplus.law.gov.au/popacts.htm

Vocational Education Training and Employment Act 2000

The Vocational Education Training and Employment Act 2000 is in place to establish and support the continued development of high quality vocational education and training to meet the needs of industry and the community including the regulation of training organisations within Queensland.

Workplace Health and Safety Act 1995

The objective of the Workplace Health and Safety Act 1995 is to prevent or minimise a person's exposure to the risk of death, injury or illness being caused by a workplace or work activities. The Act establishes a framework for placing obligations on persons for ensuring the health and safety of others, establishing regulations for industry and providing for the election of workplace health and safety representatives to oversee the implementation of safety provisions for employees and their clients.

Industrial Relations Act 1999

The objective of the Industrial Relations Act 1999 is to provide a framework that supports the rights and responsibilities of employers and employees by preventing discrimination in the workplace, ensuring that wages provisions are provided to a fair standard and that all employees male or female have equal rights and access to employment opportunities.

Commission for Children and Young People and Child Guardian Act 2000

The object of this the Commission for Children and Young People and Child Guardian Act 2000 is to establish the Commission for Children and Young People and Child Guardian to promote and protect the rights, interests and wellbeing of children in Queensland.

Copyright Act 1968

The Copyright Act 1968 aims to protect published work and eliminate the infringement of people to re-produce work without prior permission.

Privacy Act 1988

The Privacy Act regulates how personal information is collected, stored, used and disclosed

Anti Discrimination Act 1991

The purposes of this Act is to promote equality of opportunity for everyone by protecting them from unfair discrimination in certain areas of activity, including work, education and accommodation

Sex Discrimination Act 1984

An Act relating to discrimination on the ground of sex, marital status, pregnancy, potential pregnancy or family responsibilities or involving sexual harassment

Disability Discrimination Act 1992

An Act relating to discrimination on the ground of disability

Fair Trading Act 1989

An Act to make provision with respect to unfair or undesirable trade practices, to regulate the supply of goods and services and to provide for consumer authorities.

Access to your Records

You may access your records where necessary at any time. If you wish to access your records you must first contact the office administrator to obtain permission. You will be required to provide sufficient evidence of identification (preferably a driver's licence or passport) before the office administrator will grant you access to your records. You will be able to view all records privately and take copies where necessary for a nominal charge. No other parties will have access to your records without your prior written permission. Should you wish to permit a third party access to your records, this will need to be clearly indicated. You will need to provide the details of the third party seeking to access your records and the third party will have to provide suitable identification prior to any records being released.

Student Support Services

Where Anntek is unable to assist you internally and where there may exist personal circumstances or issues that affect your participation, we offer the following contact numbers. Should you feel that you are unable to contact these agencies yourself, the staff of Anntek will be happy to assist with any enquiries on your behalf where possible.

- Centrelink 131 021
- Mission Australia Helpline 1300 886 999
- Salvation Army Care Line 3831 9016
- Life Line 131 114
- Kids Helpline 1800 55 1800
- Alcohol and Drug Information Service 3236 2414
- Drug-Arm 1300 656 800
- Interpreting Service 131 450
- Statewide Sexual Assault Helpline 1800 010 120
- Youth Emergency Service (Accommodation) 3357 7655

Contacting Anntek

If you should need further support or assistance please do not hesitate to contact us.

Phone: 0421 859300

Fax: (07) 3701 0077

Email: anntek@optusnet.com.au