



## ***Code of Practice 2011***

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.