

# **Domestic Student Handbook**

**(This Training is Subsidized by the NSW Government)**

**Training Organisation NSW Pty Ltd  
T/as: Australian National Institute of Management and  
Technology (ANIMT)  
RTO Code: 41128**

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## Introduction

This information booklet is designed to provide you with information about the services for Smart and Skilled program (hereafter S&S) provided by Training Organisation NSW Pty Ltd trading as Australian National Institute of Management and Technology (ANIMT). Our approach is to provide you a safe, fair and supported environment to participate in training and assessment.

## About ANIMT

ANIMT is a Registered Training Organisation (Code: 41128) providing high-quality training to students in Australia. ANIMT has modern, up to date facilities, and boasts a team of qualified and dedicated Trainers. You can find out more about ANIMT at the following websites:

[www.animt.edu.au](http://www.animt.edu.au)

[Training.Gov.au- ANIMT](http://Training.Gov.au-ANIMT)

For Smart & Skilled program (S&S): [www.smartandskilled.nsw.gov.au](http://www.smartandskilled.nsw.gov.au)

ANIMT is responsible under its registration with the Australian Skills Quality Authority for the quality of the training and assessment being delivered on your chosen course and is also responsible for the issuance of any AQF certificate that may result based on your achievement of the course requirements.

## Our Services

ANIMT provides training and assessment services under S&S in support of the following nationally endorsed training products:

- BSB50215, Diploma of Business

## Our Mission

At ANIMT, our mission is to deliver quality education that will equip our students with required knowledge and skill set to embark into the current workforce.

## Our Objectives

In recognition of this mission, our objectives are:

- **People.** We strive to attract, recruit and retain talented, competent and committed trainers. We promote excellent performance through leadership and professional development.



- **Safety & equality.** We are committed to providing an environment which is safe, equitable and which promotes a confident and productive training and assessment environment.
- **Integrity & ethics.** We conduct ourselves in accordance with shared and agreed standards of behaviour which holds ethical conduct and integrity as our highest priorities.
- **Quality committed.** We aspire to deliver consistent, high quality services and apply quality systems which support training and assessment excellence.
- **Student Focused.** We thrive on providing training and assessment that is student focused and which supports lifelong learning. We respect our students and strive to attract them time after time through high quality training and assessment experiences.
- **Industry engagement.** We recognise the value of industry engagement as the driving force in shaping our training and assessment strategies. We deliver training and assessment services which are founded on industry needs and expectations.

## Finding Us

We are located at: Level 6, 460 Church Street, Parramatta, NSW 2150



Parramatta is served by Sydney Trains T1 Western Line and T5 Cumberland Line services and NSW TrainLink Blue Mountains Line, Central West XPT and Outback Xplorer services.

Parramatta is also serviced by a major bus interchange located on the south-eastern side of the railway station. The interchange is served by buses utilising the North-West T-Way to Rouse Hill and the Liverpool-Parramatta T-way to Liverpool. Parramatta is also serviced by five high-frequency Metrobus services:

- M52 – Parramatta to City via Victoria Road (Sydney Buses)
- M54 – Parramatta to Macquarie Park via Carlingford and Epping (Sydney Buses)
- M60 – Parramatta to Hornsby via Baulkham Hills, Castle Hill, Cherrybrook, Pennant Hills, Thornleigh and Normanhurst (Hillsbus)
- M91 – Parramatta to Hurstville via Granville, Bankstown and Peakhurst (Transdev)

- M92 – Parramatta to Sutherland via Lidcombe, Bankstown and Padstow (Transdev)

A free bus Route 900 is operated by Parramatta City Council in conjunction with the state government. Route 900 circles Parramatta CBD, which can be used to reach the college on reaching Parramatta railway station or bus station.

## **Our Trainers**

Our Trainer Assessors are qualified, dedicated professionals who have current industry experience and qualifications in a range of industries. Their industry experience is continually up to date by participating in professional development activities, therefore giving our students the best practical industry experience.

At ANIMT we deliver a nationally accredited qualification via training face-to-face and in the workplace, if contracted by employers. When you study with ANIMT, your Trainer Assessor will be always there to assist you throughout your course. You can attend a classroom training environment and email your Trainer Assessor for advice which means you get the support you need when you need it.

ANIMT trainers are all professionally qualified trainers and have personal industry and job role experience. Our trainers deliver their training in a way that students will enjoy.

## **Our expectation of you**

ANIMT expects you:

- To contribute to learning in a harmonious and positive manner irrespective of gender, race, sexual preference, political affiliation, marital status, disability or religious belief.
- To comply with the rules and regulations of ANIMT.
- To be honest and respectful, which includes not falsifying work or information and not conducting yourself in any way that may cause injury or offence to others.
- To be responsible for your own learning and development by participating actively and positively and by ensuring that you maintain progress with learning modules.
- To monitor your own progress by ensuring that assessment deadlines are observed.
- To utilise facilities and ANIMT publications with respect and to honour our copyrights and prevent our publication from being distributed to unauthorised persons.
- To respect other students and ANIMT staff members and their right to privacy and confidentiality.

## **Unique Student Identifier**

If you're studying nationally recognised training in Australia from 1 January 2015, you will be required to have a Unique Student Identifier (USI). Your USI links to an online account that

contains all your training records and results (transcript) that you have completed from 1 January 2015 onwards. Your results from 2015 will be available in your USI account in 2016.

When applying for a job or enrolling in further study, you will often need to provide your training records and results (transcript). One of the main benefits of the USI is the ability to provide students with easy access to their training records and results (transcript) throughout their life. You can access your USI account online from your computer, tablet or smart phone anytime. Fact sheets –available to download [Student Information for the USI](#)

It's free and easy to [create your own USI](#) and will only take a few minutes of your time. Alternatively, we can create your USI on your behalf. To do this we will need some additional identification information from you such as your driver's licence number.

Students are advised that there are a number of unique circumstances where a person may be exempt from requiring a USI. These do not apply to the vast majority of students in Australia. The USI Exemption Table is available from the USI website which explains these circumstances [Click Here](#). Students who exercise an exemption from submitting a USI should be aware that the results of the training will not be accessible through the Commonwealth and will not appear on any authenticated VET transcript prepared by the USI Registrar. Further details about the implications of being exempt can be obtained from the USI website: [Click Here](#).

## Eligibility to avail Smart & Skilled program

A person who is eligible to receive subsidised training under smart and skilled program

(a) Either (i) lives in or works in NSW (determined by Post Code of the usual place of residence or work) or (ii) lives in a defined interstate area and is an Australian Aboriginal & Torres Straits islander [list of defined interstate area will be found

[https://smartandskilled.nsw.gov.au/\\_data/assets/pdf\\_file/0016/105172/operating-guidelines-2017.pdf](https://smartandskilled.nsw.gov.au/_data/assets/pdf_file/0016/105172/operating-guidelines-2017.pdf) ]

### AND

(b) Is (i) an Australian citizen, or (ii) a permanent Australian Resident, or (iii) a humanitarian visa holder or (iv) a New Zealand citizen

### AND

(c) Is aged 15 years or older

### And

(d) Is no longer in secondary education

## Selection and Enrolment

ANIMT accepts applications from all students who meet the entry requirements published in the course information. Applications are accepted on a first come, first served basis but if a course is full, you will be offered a place in a course starting at a later date.

To apply to enrol in a course, you must complete an application for enrolment form, which is available through the web site or from reception. Your application should be submitted and include any required supporting documentation such as verified copies of your qualifications. Applications are to be submitted to [enrolment@animt.edu.au](mailto:enrolment@animt.edu.au)

You will then be contacted to participate in a course entry requirement test (CERT) including a Language, Literacy and Numeracy Test to determine your suitability for the qualification and your existing skills and knowledge.

If you successfully complete the CERT test, your enrolment will be approved and you will be sent further information about the next steps, payment arrangements and how you can get started in your course.

## **Student Consent Form for Smart & Skilled**

This is a consent form where student declares “CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION TO THE NSW DEPARTMENT OF INDUSTRY AND OTHER GOVERNMENT AGENCIES”. This form may be supplied by ANIMT.

## **NSW Housing Declaration**

This declaration is needed if students who are now (or going to) availing NSW Social Housing Scheme, wants to enjoy Fee-Free Scholarship. ANIMT will provide this form to students to signature.

## Training Plan

This is a plan of the total 68 weeks duration of Diploma of Business course. It will show the dates of classes, terms and term breaks. An EXAMPLE of such plan is given there.

		Units	Start Date	End Date	Duration
Term One	BSBADM502	Manage meetings	Wednesday, 23 August 2017	Friday, 13 October 2017	8 Weeks
	BSBHRM506	Manage recruitment, selection and induction processes	Wednesday, 18 October 2017	Friday, 1 December 2017	7 weeks
	Partial Term Break 1 Week: 02.12.17 to 12.12.17				
Term TWO	BSBADM504	Plan and implement administrative systems	Wednesday, 13 December 2017	Friday, 15 December 2017	1 weeks
	Christmas Break 2 Weeks: 16.12.17 to 02.01.18				
	BSBADM504	Plan and implement administrative systems	Wednesday, 3 January 2018	Friday, 16 February 2018	7 Weeks
	BSBWHS501	Ensure a safe workplace	Wednesday, 21 February 2018	Friday, 6 April 2018	7 weeks
Partial Term break 1 week: 07.04.18 to 17.04.18					
Term THREE	BSBWOR501	Manage personal work priorities and professional development	Wednesday, 18 April 2018	Friday, 1 June 2018	7 weeks
	BSBHRM501	Manage human resources services	Wednesday, 6 June 2018	Friday, 27 July 2018	8 weeks
Term Break 2 weeks = 28.07.18 to 14.08.18					
Term FOUR	BSBR501	Manage risk	Wednesday, 15 August 2018	Friday, 28 September 2018	7 weeks
	BSBADM506	Manage business document design and development	Wednesday, 3 October 2018	Friday, 23 November 2018	8 weeks
Term Break 2 weeks = 14.11.18 to 11.12.18					

Student has to sign this training plan to confirm consent.

## Payment Plan

S&S program requires student to bear a portion of the course fee and requires the government to pay the rest. For example, a Standard Student fee for Diploma of Business is \$1,000. ANIMT will receive this amount on instalment basis. An EXAMPLE of payment plan is given here

Due Date	Amount Due \$
Monday, 16 October 2017	125
Monday, 4 December 2017	125
Monday, 19 February 2018	125
Monday, 9 April 2018	125
Monday, 4 June 2018	125
Monday, 30 July 2018	125
Monday, 1 October 2018	125
Monday, 26 November 2018	125
<b>Total</b>	<b>\$1,000</b>

Usually the instalment becomes due the following working day after the delivery of a unit finishes. Students are supposed to pay the instalment within 14 days of its becoming due. ANIT will provide a Tax invoice recognising the payment.

The rest of the course fee, e.g. A\$ 4,690 (=5,690 minus 1,000), will be claimed towards NSW Government by ANIMT.

## Attendance & Progress Requirement:

ANIMT monitors students' attendance and progress. Students need to attend at least 85% of contact hours on every fortnight basis. If student attends below 85% but above or equal of 80%, s/he will receive a phone call requesting to improve attendance. If attendance falls below 80%, ANIMT will send warning letters. If attendance falls below 65%, student will be requested to come and meet Director of Studies. Failing to attend these meetings may result in withdrawal from the course from ANIMT's end subject to approval from Director of Studies.

Students are supposed to pass all assessments and units studied in a term. If student has failed 50% of the units in two consecutive terms, ANIMT may withdraw the unit from the course subject to approval from Director of Studies.

## Your safety

ANIMT is committed to providing you a safe environment in which to participate in training and assessment. We are aware under the Work Health and Safety Act 2011 of our responsibilities to maintain a safe environment.

The following guidelines are provided as a basis for safe practice in the training environment:

- Know and observe details of emergency response and evacuation plans;
- Do not undertake activities which may cause injury to self or others;
- Be responsible for your own actions;
- No smoking at the training and assessment facilities or offices;
- Report all potential hazards, accidents and near misses to the RTO staff;
- No consumption of alcohol within training and assessment facilities or during the conduct of training and assessment;
- Keep training and assessment areas neat and tidy at all times;
- Seek assistance if you volunteer to lift items e.g. move furniture in a training area; and
- Observe hygiene standards particularly in eating and bathroom areas.

### **Electrical equipment**

- Electrical equipment that is not working should be reported to ANIMT staff.
- Electrical work should only be performed by appropriately licensed or trained personnel. Students, trainers and assessors should not undertake any task related to fixing electrical equipment such as lighting or electrical training aids.

### **Fire safety**

- ANIMT will undertake to communicate the procedures involved in evacuation and the location of fire equipment to students at each facility for each training and assessment event; and to users of the office at least twice each year.
- All users of a training and assessment facility need to be familiar with the location of all EXITS and fire extinguishers. Users will consult available maps to determine location.
- It is the user's responsibility to understand fire drill procedures displayed around the premises.
- Users are asked to attend any sessions on fire safety procedures and the use of fire safety devices.

### **First aid**

- Provision for first aid facilities are available where training is delivered.
- All accidents must be reported to staff.
- The accident and any aid administered must be recorded by staff involved, in the injury register.



## Lifting

- Students, trainers and assessors are encouraged not to lift anything related to the training and assessment provided by ANIMT unless they do so voluntarily and taking all responsibility for any injury caused.
- Never attempt to lift anything that is beyond your capacity.
- Always bend the knees and keep the back straight when picking up items.
- If you have experienced back problems in the past do not attempt to lift heavy objects at all. Ask someone else to do it for you.

## Work & study areas

- Always ensure that all work areas are clean and clear of clutter so as to avoid the danger of accident by tripping or falling over.
- Place all rubbish in the bins provided.
- Ensure that bench spaces are left clean and tidy.
- Do not sit or climb on any desks or tables.

## Your Equity

ANIMT is committed to ensuring that the training and assessment environment is free from discrimination and harassment. All ANIMT staff members (including contractors) are aware that discrimination and harassment will not be tolerated under any circumstances. In the event that discrimination and harassment is found to have occurred disciplinary action will be taken against any staff member who breaches this policy. Suspected criminal behaviour will be reported to police authorities immediately. Students should expect fair and friendly behaviour from ANIMT staff members and we apply complaint handling procedures advocated by the Australian Human Rights and Equal Opportunity Commission (HREOC).

Students who feel that they have been discriminated against or harassed should report this information to a staff member of ANIMT that they feel they can trust. This will initiate a complaints handling procedure which will be fair and transparent and will protect your rights as a complainant. Alternatively, if a student wishes to report an instance of discrimination or harassment to an agency external to ANIMT, they are advised to contact the HREOC Complaints Info-line on 1300 656 419.

## Your Privacy

ANIMT takes the privacy of students very seriously and complies with all legislative requirements. These include the Privacy Act 1988 and Australian Privacy Principles (effective from 12<sup>th</sup> March 2014).

Here's what you need to know:

- ANIMT will retain personal information about you relating to your enrolment with us. This includes your personal details, your ethnicity and individual needs, your education background. We will also retain records of your training activity and are required to do this in accordance with the National Vocational Education and Training Regulator Act 2011.
- Your personal information is retained within our hard copy filing system and our computer systems. Your information is collected via the enrolment form and through your completion of administrative related forms and based on your training outcomes. Hard copy files are secured in lockable filing cabinets which are monitored throughout the day and secured in the evening. Electronic data retained on our computer systems is protected via virus protection software and firewall protection. Our data is backed up continuously to our server which is secure.
- ANIMT is required by the National Vocational Education and Training Regulator Act 2011 to securely retain your personal details for a period of 30 years from the date your enrolment has completed. The purpose of this is to enable your participation in accredited training to be recorded for future reference and to allow you to obtain a record of your outcome if required.
- In some cases, we are required by law to make student information available to Government agencies such as the National Centre for Vocational Education and Research or the Australian Skills Quality Authority. In all other cases ANIMT will seek the written permission of the student for such disclosure. ANIMT will not disclose your information to any person or organisation unless we have written instructions from you to do so. If you require your records to be accessed by persons such as your parents, you need to authorise this access otherwise this access will be denied.
- You have the right to access information that ANIMT is retaining that relates to you. Further instructions are provided on how to access records within the section titled “Access to your records”.
- If you have concerns about how ANIMT is managing your personal information, we encourage you to inform our staff and discuss your concerns. You are also encouraged to make a complaint directly to us using our internal complaint handling arrangements outlined in this handbook. Under the Privacy Act 1988 (Privacy Act) you also have the right to make a complaint to the Office of the Australian Information Commissioner (OAIC) about the handling of your personal information. You can find more information about making a privacy complaint at the website of the OAIC located at: <http://www.oaic.gov.au/privacy/privacy-complaints>.
- Students are requested to pay attention particularly when they sign the declaration named “CONSENT TO USE AND DISCLOSURE OF PERSONAL INFORMATION

TO THE NSW DEPARTMENT OF INDUSTRY AND OTHER GOVERNMENT AGENCIES” during enrolment.

## **Fees Payable**

### **Fees Payable by the Student**

Qualification: BSB50215 Diploma of Business

Qualification Price: \$5,690

Enrolment Processing Fee: \$0

### **Tuition Fee:**

If the applicant is using S&S program for first time: \$1,000

If the applicant has PREVIOUSLY used S&S fund to obtain other qualification/s or has any post-secondary qualification: \$1,000

For Disabled students: \$854 (Student has to provide medical certificate or any other government-provided proof)

For long term unemployed applicant: \$569 (Student has to submit Centerlink provided document)

For students living in regional NSW: \$569

For students studying in Remote areas: \$1,138

For Refugees & Asylum Seekers and Aboriginal & Torres Straits Islanders residing in NSW: \$0.00 [for details visit Appendix 6 & 7 of Smart and Skilled Fee Administration Policy

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administrati on\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administrati on_policy_2017.pdf) ]

**N.B: The amounts detailed above are indicative. Students are requested to communicate ANIMT to know what amount they should actually pay. ANIMT will use Provider Calculator to determine the exact amount.**

### **Incidental cost:**

ANIMT uses high quality textbooks to support learning. Students will be provided with a list of these textbooks, which they will need to purchase.

Fees are payable when a student under smart and skilled program has finished attending the classes of a unit. ANIMT will send letter on the following working day of the last class of a unit. The accrued fee must be paid within 14 calendar days of receiving the letter from ANIMT. ANIMT may discontinue training if fees are not paid as required. **FOR MORE**

## **DETAILS READ THE LAST SECTION OF THIS HANDBOOK: SMART AND SKILLED STUDENT FEES ADMINISTRATION POLICY.**

### **Student cancellation and Discontinuation**

Students who cancel their enrolment part way through a training program must notify ANIMT in writing via email or letter at the soonest opportunity. Students who cancel their enrolment after a training program has commenced may or may not be entitled to a refund of fees (see Refund section). Students are advised to consider alternative options such as requesting to suspend their enrolment and re-commencing in another scheduled training program, only if available.

If student stops coming to classes and are not responding ANIMT's queries, ANIMT may attempt to obtain formal notification from the student of the date the Training will end through a letter. If student does not respond to this letter within 20 calendar days, ANIMT's letter issuance date will be treated as effective withdrawal date. A Statement of Attainment will be issued for the completed Units by the student, if any, within 30 calendar days of withdrawal date.

### **Levying of Student Fees**

ANIMT has provided the payment arrangement in Payment Plan and other sections to help students make informed decision. In no circumstance, ANIMT can contribute to the Fees payable by students. ANIMT has no arrangement for traineeships, apprenticeships, VET-FEE HELP Loan or VET Student Loans.

### **Refunds**

ANIMT charges portion of the fees payable by Students under S&S program only after delivery of training. After the last class on a Unit of Competency, fees (instalment) become payable on the following working day. Once a student attends the last class, training is held as complete and the student is expected to pay for the training. If the student pays the fee, it will not be refunded in any case e.g withdrawal from the course. **Refund will be effective in cases of pre-payment.**

Students who pays before enrolment and who gives notice to cancel their enrolment **10 business days** or more prior to the commencement of a program/unit, will be entitled to a full refund of fees paid. This policy complies with the Australian Consumer Law required statutory cooling off period for the sale of goods and services. It is a requirement under the Standards for Registered Training Organisations that an RTO must allow the minimum statutory cooling off period applicable for the jurisdiction in which they operate. Australian

Consumer Law introduced in 2010 has made this consumer protection consistent in all States and Territories.

Students pay before enrolment and who give notice to cancel their enrolment **9 business days** or less prior to the commencement of a program will be entitled to a 70% refund of fees paid. The amount retained (30%) by ANIMT is required to cover the costs of staff and resources which will have already been committed based on the students initial intention to undertake the training.

A student who wishes to cancel their enrolment should give notice in writing. This may be via email or letter. The student is also to be advised of other options such as suspending the enrolment and re-commencing in another scheduled training program, if available.

Students who give written notice to cancel their enrolment and who are eligible for a refund (i.e. prepaid fees) shall be provided with a Refund Request Form. Students' who may not be eligible but are requesting a refund shall also be provided with the Refund Request Form so the request can be properly considered by the Chief Executive Officer.

The Refund Request Form, must be completed by the students and submitted to

Student Support Manager  
Australian National Institute of Management and Technology  
Level 6, 460 Church Street, Parramatta, NSW 2150  
Email: [complaintsandappeals@animt.edu.au](mailto:complaintsandappeals@animt.edu.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number: 1800941177

Where refunds are approved, eligible refunds will be made within 28 calendar days after receipt of the claim. Monies refunded will be made in Australia Dollars (AUD). Refunds are to be paid via electronic funds transfer using the authorised bank account nominated by the student on the Refund Request Form. ANIMT will give the student a **refund statement** that explains how the amount has been worked out.

Students who cancel their enrolment after a training program has commenced will not be entitled to a refund of pre-paid fees.

## Payment method

ANIMT accepts payment for fees using:

- Credit Card
- Electronic Funds Transfer (account details available on request)
- Cheque (made payable to ANIMT)

- Payment in cash is discouraged.

ANIMT will allow students to re-attempt an assessment twice, if first submission is a Not Yet Competent. However, all attempts must be submitted within the last date of a unit's delivery. Students can try a further resubmission of an assessment under intervention strategy. All these re-attempts are free of cost. If student fails even in intervention strategy, s/he has to re-enrol in the unit, attend the classes and pay due instalment for that unit.

If for any unforeseen reason ANIMT cannot deliver a scheduled course (e.g. no longer approved to deliver S&S program), and if ANIMT holds a prepayment, ANIMT will first try to transfer the respective student/s to another provider with similar/same course convenient to the student/s. If ANIMT fails to do so, we will refund the pre-payments received.

If ANIMT has received pre-payment for a unit, but later student becomes eligible for RPL/Credit for that unit, ANIMT will refund the pre-payment.

As Diploma of Business does not have any exit pathway i.e. does not produce any lower level qualification when incomplete, no refund applies if a student does not withdraw at any stage of training.

### **Recovery of Outstanding Fees**

ANIMT will send letter to the students when a fee (instalment) is due. If an instalment is overdue for 6 months, ANIMT has right to discontinue with the student.

### **Changes in Student Fee:**

Once enrolment is completed, fees of course will not be changed for the normal duration of the course subject to decisions of Smart & Skilled authority. However, if a student re-enrols in a unit, s/he may end up paying more than the pre-sent course fee.

### **Transfers within and outside ANIMT**

Requests for transfers to alternate programs within ANIMT can be arranged if ANIMT is advised in writing more than 10 working days prior to the program commencement date and there is availability on the selected program. One transfer will be accepted without charge where ANIMT has been notified in writing at least 10 working days prior to the scheduled commencement date. All subsequent transfers will attract an administration charge of \$55.00 (incl. GST). Right now, ANIMT does not offer any program other than Diploma of Business.

If a student transfer to another S&S Provider, ANIMT will issue Statement of Attainment, up-to-date training plan and Statement of Fees paid so far; so that the subsequent provider can calculate what credit can be granted and use S&S Provider Calculator to determine

student fee. In this situation, the student may end up paying contributing more towards the cost of training.

If a S&S student transfers into ANIMT due to his/her provider closure, ANIMT will charge fees in a way so that combined fee charged by these two providers does not exceed the student fee quoted by the initial provider.

## **Our Guarantee to Clients**

If ANIMT cancels or ceases to provide training, ANIMT must issue a full refund for any services not yet provided. The basis for determining “services not yet provided” is to be based on the units of competency completed by the student and which can be issued in a statement of attainment at the time the service is ceased.

As an example: A student enrolled in a course of 10 units of competency and paid \$1,500.00 up front as the total course fee. The course was cancelled due to the trainer falling ill and the student at that time had completed 4 of the 10 units. The student’s enrolment would be finalised and the student would receive a Statement of Attainment for the 4 completed units. The student would also receive a refund of \$900.00 which represents that value of the training not delivered.

## **Changes to terms and conditions**

ANIMT reserves the right to amend the conditions of the student’s enrolment at any time. If amendments are made that effect the student’s enrolment the student will be informed 7 days prior to changes taking effect. Students then have 28 days to submit an appeal from the date they were informed of the decision. Further information about appealing a decision is contained in the section relating to complaints and appeals handling.

## **Protection under Australian Consumer Law**

As a student undertaking a vocational education and training course, you are protected under Australian Consumer Law and under State and Territory consumer protection laws. They also apply for Smart and Skilled programs. These protections include areas such as unfair contract terms, the consumer guarantees, to statutory a cooling-off period, and unscrupulous sales practices. You can find out more information about your rights as a consumer from the Australian Consumer Law website which includes a range of helpful guides relating to specific areas of protection. Please visit the following site for more information: [Australian Consumer Law](#).



As part of our Consumer Protection Strategy, we have informed about Students' Rights and Responsibilities in previous section. We are here informing ANIMT' obligations as S&S program provider that include but are not limited to:

- providing the training and support necessary to allow a consumer to achieve competency
- providing a quality training and assessment experience for all consumers
- ensuring their organisation, staff and agents (if any) meet public expectations of ethical behaviour at all time. **Currently ANIMT does not use any third party arrangements i.e. agents for Smart and Skilled Students.**
- conducting marketing activities with integrity, accuracy and transparency and without financial incentives or other inducements to consumers
- ensuring prospective consumers are properly informed about their subsidised training entitlements, their fees and their responsibilities and obligations
- providing a clear and accessible feedback and consumer protection system including an identified consumer protection officer
- maintaining procedures for protecting a consumer's personal information

If a student cannot resolve their complaint with ANIMT, then they contact Training Services NSW by:

- applying online  
([www.training.nsw.gov.au/build/online\\_forms/general\\_enquiry\\_form.html](http://www.training.nsw.gov.au/build/online_forms/general_enquiry_form.html))
- phone on 1300 772 104
- in person at a Training Services NSW regional office  
(see [http://www.training.nsw.gov.au/about\\_us/sts\\_contacts.html](http://www.training.nsw.gov.au/about_us/sts_contacts.html))

Training Services NSW will ask a consumer a series of questions to understand their complaint. A Training Services NSW officer will investigate the complaint and will attempt to resolve the matter through information and mediation. They may also provide the consumer with options about which other government agencies may be able to assist with their complaint. The officer will contact the consumer's training provider and the consumer to help them to resolve the matter. They will try to get each party to understand and respect each other's different points of view, negotiate differences and discuss possible solutions. These discussions and communications may take place through letters, emails, telephone conferences, video conferences or in person meetings. The officer will decide what is most appropriate. A resolution of any complaint or dispute is not guaranteed. The officer will inform the consumer and provider when they believe Training Services NSW has done all it



can to assist the parties. Then it is up to the parties to seek a more formal process to resolve their dispute.

## Accessing your records

You are entitled to have access to your records. These records include your:

- student file,
- learning and assessment record,
- administrative records,
- AQF certificates including a reissuance of a statement of attainment or qualification which has been previously issued.

You may require these records to monitor your progress with training or simply to go back and confirm something in a previous training module. Whilst these records will be retained by ANIMT, you are welcome to have access anytime.

You can access hard copy records and reports from our student management system, but only relating to you personally. You can request this access using the Student Records Request Form which shall be provided by your trainer. It must be completed and submitted to the Student Support Manager. The Officer shall provide access to requested records within two business days. Students should note that these records cannot be taken away unless a copy is requested.

In the case of accessing a reissuance of a previously issued Statement of Attainment or Qualification certificate, if you have lost or misplaced your AQF certificate you may obtain a reissued certificate from ANIMT. To obtain this you must complete the Student Records Request Form and return this to the Student Support Manager. Reissued AQF certificates will be an exact duplicate of the original with the exception of small wording at the bottom of the document which identifies the certificate as reissued. AQF certificates may only be collected in person or can be posted via registered post. A student may also nominate another person to collect the certificate, however these persons must be notified to ANIMT beforehand and the person must provide photo ID to validate their identity.

## Continuous improvement

ANIMT is committed to the continuous improvement of our training and assessment services, student services and management systems. Central to this commitment is our approach to continuous improvement and the procedures we apply to achieve systematic and sustained improvement.

## Suggesting improvements

The primary method of reporting opportunities for improvement by students is via the continuous improvement reporting procedure. This procedure allows any person to raise a Continuous Improvement Report for consideration by the Continuous Improvement

Committee. Often these reports will be generated after an opportunity for improvement has been identified by a staff member or student. The Continuous Improvement Report template is available on request. Students are encouraged to provide feedback to ANIMT, so we can improve our services in the future.

### **Student satisfaction survey**

At the completion of your training program, you will be issued with a Student Satisfaction Survey. This is a nationally consistent survey tool which is designed to collect feedback from students about their experience with an RTO and in undertaking nationally recognised training. Your completion and return of this survey is important to ANIMT for our ongoing improvement of services and to enable us to report this information to our registering authority. Your assistance in gathering this survey data is greatly appreciated.

### **Course expectations**

You must attend classes for 20 hour a week and participate in all activities. It is expected that you will be required to complete 20 hours of classroom training per week.

### **Assessment**

At ANIMT assessment is conducted using a combination of Written Knowledge Assessment, Research Tasks, Case Studies, Roly Plays and Projects.

The following provides a brief explanation of the primary assessment methods:

- **Written Knowledge Assessment:** The student is required to provide a written response to a range of questions relating to required knowledge of the units of competency. These would generally be short answer response activities and may include other questioning methods including multiple-choice. The student may research their answers from the course training materials and notes as well as other sources.
- **Research Tasks:** The student is required to undertake research within their own workplace and the available reference material and provide a written response to each question. These assessment activities are usually short to medium answer response activities. The responses provided by the student will largely be specific to their workplace.
- **Case Study Response:** The student is required to provide a written response to a situation presented in a case study scenario. This will usually require the student to consider carefully the situation presented, undertake some research to inform their response and then to propose their recommended actions.

- **Observation of practical skills:** Practical demonstration allows the observation of skills integrated with knowledge during its practical application.
- **Project / Written Report:** Students will be required to complete practical projects that simulate the workplace. Students are required to produce a range of written records or reports. Detailed instructions for these assessment tasks are issued to the student at the commencement of the unit.
- **Role Play:** Students are required to demonstrate a range of tasks in whilst being observed by the assessor. This type of assessment may require the student to prepare and submit documents for use in the demonstration.

## Re-assessment

Students who are assessed as not yet competent are to be provided with detailed verbal and written feedback to assist them to identify the gaps in their knowledge and skills to be addressed through further training. These students are to be provided with additional training and learning support to target their specific gaps in knowledge and/or skills and prepare them for additional assessment.

It is the policy of ANIMT to provide two opportunities for additional submissions and re-assessment at no additional cost to the student or employer. Students who require additional training and re-assessment after they have exhausted their three opportunities and intervention classes will be required reenrol in the unit and to pay unit fee for additional training and assessment. [Unsuccessful students should be prepared to attend additional classes e.g. on Tuesdays which comes under Intervention Strategy]

Student's requiring additional learning support are to be brought to the attention of ANIMT management, so the progress of the student can be monitored closely and additional support services can be applied well before it becomes necessary to impose an additional fee for re-assessment. Where students repeatedly do not demonstrate competence following significant learning and assessment support, a student's enrolment can be determined through mutual agreement.

## Graded assessment

ANIMT do not apply graded assessments i.e. no percentage or first class, second class or A+, A etc. A student is assigned either "Competent (C)" or "Not Yet Competent (NYC)" only.

## Issuing Qualifications and Statements of Attainment

ANIMT will issue all Australian Qualification Framework certification documentation (Qualifications or Statements of Attainment) to a student within 30 calendar days of the student being assessed as meeting the requirements of the training product if the training

program in which the student is enrolled is complete. Please note however that ANIMT is not obliged to issue a certificate to a completed student if:

- All agreed fees the student owes to ANIMT have been paid.
- The student has provided a valid Unique Student Identifier.

Students should be aware that a:

- **Qualification** is the result of a student achieving the units of competency for a qualification outcome as specified in an endorsed training package or an accredited course. A qualification is a formal certification that a student has achieved learning outcomes as described in the AQF. Technically within the AQF a qualification is comprised of a testamur and a record of results. A testamur is the actual official certification document that confirms that a qualification has been awarded to an individual.
- **Statement of Attainment** is issued when the student has achieved one or more units of competency as a result of completing a course which included units of competency only or where the student achieved one or more units of competency as part of an enrolment in a qualification-based course, but the student did not achieve all of the units of competency to receive the full qualification.

## Student support services

During your enrolment, ANIMT will deliberately engage with you on a number of occasions. We do this through requesting you to complete enrolment documentation, discussions over the phone, enrolment interview and finally during your orientation. One of the important objectives of these engagements is to understand what support services you may need to fully participate in your study. You will be asked various questions about your support needs or your “individual needs”. This is simply the term we use to define what your needs are and this enables us to organise the appropriate support services. Make sure you take the most of this opportunity and let us know if you need support.

### What support is available?

ANIMT will use a combination of our own services and the services of referral agencies to either provide or refer you to the following support services:

- Language, Literacy and Numeracy Support
- Studying and Learning Coaching
- Academic Support
- Counselling Support
- Disability Access

- Medical Services Referral
- Legal Services Referral
- USI Help

If you need support during your course, please approach and inform reception and you will be connected with the best person who can assist you. If the matter is sensitive and you do not feel comfortable discussing it with reception, simply inform reception that you would like to meet with the Director of Studies (DoS). It is our absolute priority to provide you the support needed to enable you to progress in your study and complete your chosen course. ANIMT is committed to our student’s welfare both during and after hours of study.

**Support/Referral Services are Free of Cost.**

Individual need	Support Service
For Students	<p>Close student liaison is to be maintained by the Student Support Manager (SSM) who will act as a central point of contact. The SSM will provide advise and assist students with referral to:</p> <ul style="list-style-type: none"> <li>▪ Legal services: e.g. Redfern Legal Centre 73 Pitt Street Redfern, NSW 2016 Phone: 02 9698 7277</li> <li>▪ emergency and health services               <ul style="list-style-type: none"> <li>○ Call: 000</li> <li>○ For other services <a href="http://www.health.nsw.gov.au/pages/emergency.aspx">http://www.health.nsw.gov.au/pages/emergency.aspx</a> <a href="http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html">http://www.ambulance.nsw.gov.au/Calling-an-Ambulance/When-its-not-a-medical-emergency.html</a> <a href="http://www.health.nsw.gov.au/pts/Pages/default.aspx">http://www.health.nsw.gov.au/pts/Pages/default.aspx</a></li> </ul> </li> <li>▪ facilities and resources:               <ul style="list-style-type: none"> <li>○ Library</li> <li>○ Online Resources</li> <li>○ Parramatta Public Library services (accessible to general public and students without cost or prior arrangement. However to borrow books or use online facilities, users may need a membership card) <a href="http://libcat.parracity.nsw.gov.au/client/en_AU/default">http://libcat.parracity.nsw.gov.au/client/en_AU/default</a></li> </ul> </li> <li>▪ complaints and appeals processes; and</li> <li>▪ any student visa condition relating to course progress</li> </ul>

Individual need	Support Service
	and/or attendance as appropriate.
English skill levels	<p>If a student's English skills are not at the required level the student will be referred to college (e.g. Navitas) to achieve the required standard before being enrolled in ANIMT's programs.</p> <p>Student can also consult</p> <p>BBC Learning English: <a href="http://www.bbc.co.uk/learningenglish">http://www.bbc.co.uk/learningenglish</a></p> <p>Mobile App: <a href="https://www.duolingo.com/">https://www.duolingo.com/</a></p> <p>There are lots of Meet-Up groups in Sydney, where persons less skilled in English can interact with native speakers and enhance their speaking capability.</p>
Pre-enrolment support to understand rights and obligations, fees and payment arrangements, and the services to be provided	<p>Students requiring additional support to understand the pre-enrolment information requirements are to be engaged on additional one-on-one sessions to talk the student through the information contained within the student handbook, the applicable course flyer and prospectus and the summary of fees and charges. It is preferable that these sessions are conducted face-to-face with ANIMT employee.</p>
Recognised difficulties in studying and learning	<p>Where appropriate to the program students identified with recognise difficulties in studying and learning are to be scheduled with additional one-on-one support sessions at regular intervals throughout the course program. These support sessions are to be used to review the learning content with the student and to engage the student in discussion about the subject matter. These sessions should be structured in accordance with the planned learning applicable to the course program. The study sessions should direct student back to the course reference material in order to encourage their individual self-paced effort.</p> <p>The following online resources are also useful for providing student support to study:</p> <p><b>Effective Study skills</b></p> <p>A useful quick overview of study skills</p>

Individual need	Support Service
	<p><a href="http://www.adprima.com/studyout.htm">www.adprima.com/studyout.htm</a></p> <p><b>How to Study</b> A large directory to study skills websites, including how to study in specific subject areas.</p> <p><a href="http://www.howtostudy.org">www.howtostudy.org</a></p> <p><b>Study Guides and Strategies</b> A wide ranging overview of the skills needed at all stages of student life.</p> <p><a href="http://www.studygs.net">www.studygs.net</a></p> <p><b>Study Skills Self-Help</b> Covers important skills such as time management, note taking and exam preparation.</p> <p><a href="http://www.ucc.vt.edu/stdysk/stdyhlp.html">www.ucc.vt.edu/stdysk/stdyhlp.html</a></p>
<p>Monthly Support Services presentation</p>	<p>To assist students with their academic and other issues, there will be monthly presentations on effective study techniques, mental health &amp; stress management, employment and savings issues, plagiarism etc. Students are advised to contact their respective course trainer or course coordinator/s for any additional academic support.</p>
<p>Student required counselling support and advice about their personal situation</p>	<p>The student counselling service is designed to assist students in dealing with a wide range of problems including homesickness, managing stress, handling conflicts, emotional issues, improving motivation, enhancing study skills, organizing study time and any other issue that may be upsetting the student. <b>The Student Support Manager at ANIMT is not professional counsellor</b>, however can assist students as a first point of contact</p> <p>Student may be referred to:</p> <ul style="list-style-type: none"> <li>– Lifeline 13 11 14</li> <li>– Beyond Blue 1300 22 4636</li> <li>– Salvation Army Family Welfare Centres</li> <li>– CatholicCare, Family Support Service</li> </ul> <p>The nearest Mental Counsellor is <b>Parramatta Psychology Clinic</b> Address: 2/22 Hunter St, Parramatta NSW 2150</p>



Individual need	Support Service
	<p>Hours: Closes soon: 6PM · Opens 11AM Thu. Phone: (02) 9687 9776</p> <p><a href="http://www.parramattapsychologyclinic.com.au">www.parramattapsychologyclinic.com.au</a></p>
USI Help	<p>The USI system generates a unique student number, which students can use throughout their studies. The USI allows access to a full range of study information fast and easy.</p> <p>ANIMT Administration staff will request consent from the student to generate a USI for them and record the students generated USI into RTO Manager (ANIMT Student Management System).</p>
Students with a disability or medical condition	<p>Assessors are to use their judgement in assessing the student's ability to perform tasks in a safe manner.</p> <p>Student with disability may also visit</p> <p><a href="https://www.adhc.nsw.gov.au/individuals/support">https://www.adhc.nsw.gov.au/individuals/support</a></p>
Long Term Unemployed	<p><a href="https://www.service.nsw.gov.au/transaction/find-job-nsw-public-sector">https://www.service.nsw.gov.au/transaction/find-job-nsw-public-sector</a></p> <p><a href="https://www.service.nsw.gov.au/transaction/apply-job-seeker-and-other-approved-centrelink-customers-concession-opal-card">https://www.service.nsw.gov.au/transaction/apply-job-seeker-and-other-approved-centrelink-customers-concession-opal-card</a></p>
Students with visual impairment	<p>Students with visual impairment can be supported by supplying internal learning resources with a larger printed font.</p> <p>Students can also be supplied with audio recordings of learning sessions where available.</p>
Australian Aboriginal or Torres Strait Islander	<p><a href="https://www.nsw.gov.au/services/services-by-need/aboriginal-people/aboriginal-and-torres-strait-islander-employment/">https://www.nsw.gov.au/services/services-by-need/aboriginal-people/aboriginal-and-torres-strait-islander-employment/</a></p> <p><a href="https://www.nsw.gov.au/services/services-by-topic/health-and-wellbeing/aboriginal-and-torres-strait-islander-health/">https://www.nsw.gov.au/services/services-by-topic/health-and-wellbeing/aboriginal-and-torres-strait-islander-health/</a></p>
Critical Incident	<p>These are events which significantly impact a student's or someone else's wellbeing, psychological state or ability to study/work. For example, death of a family member may impact the study of a student. If you, any student or any other member of ANIMT has</p>

Individual need	Support Service
	faced a critical incident, please inform it to ANIMT. You may use the Incident Report provided in website. ANIMT will investigate the issue and take necessary steps to support the affected.
Interpreter services	<p data-bbox="515 488 756 517">Ethnic Interpreters</p> <p data-bbox="515 551 1123 580">Level 5, 91 George St, Parramatta NSW 2150</p> <p data-bbox="515 613 1015 642">Tel: 02 9633 4544, Fax: 02 9635 0044</p> <p data-bbox="515 676 959 705">Email: <a href="mailto:nsw.admin@ethnic.com.au">nsw.admin@ethnic.com.au</a></p> <p data-bbox="515 739 852 768"><a href="http://www.ethnic.com.au/">http://www.ethnic.com.au/</a></p> <p data-bbox="515 813 1401 898">It is referral only. ANIMT does not have any contract with this service provider.</p>

A Learning Management System is in place where student can get off-site access to class presentation slides and other learning materials (as considered relevant by trainers & DoS). However, students cannot have or submit assessments in this facility.

Students will be informed about major changes in ANIMT e.g. relocation of campus before 20 days of such changes. If there is a change in agreed services, including a new third/existing party agreements, ownership changes; will be informed to the students as soon as practicable.

## Language, literacy & numeracy skills

Language, literacy and numeracy skills are critical to almost all areas of work. This is particularly true in many vocations where language, literacy and numeracy skills influence the performance of workplace tasks such as measuring, weighing and comprehending written work instructions.

To support this approach ANIMT will:

- Assess a student’s language, literacy and numeracy skills during their enrolment to ensure they have adequate skills to complete the training;
- Support students during their study with training and assessment materials and strategies that are easily understood and suitable to the level of the workplace skills being delivered;
- Provide clear information to students about the details of the language, literacy and numeracy assistance available.

## Making a complaint or appeal

ANIMT is committed to providing a fair and transparent complaints and appeals process that includes access to an independent external body if required. To make a complaint or an appeal, you are requested to complete one of the following forms:

- Complaint Form
- Request for Appeal of a Decision

These forms are available via our website at the following address:

– <http://animt.edu.au/>

Once you have completed the required form you are requested to submit this to the Student Support Manager either in hard copy or electronically via the following contact details:

Student Support Manager

Australian National Institute of Management and Technology

Level 6, 460 Church Street, Parramatta, NSW- 2150

Email: [complaintsandappeals@animt.edu.au](mailto:complaintsandappeals@animt.edu.au)

If you are having any difficulty accessing the required form or submitting to us, please contact us at the following number:1800941177

Complaints and Appeals process are usually free of cost for the students.

### What is a complaint?

A complaint is negative feedback about services, student or staff which has not been resolved locally. A complaint may be received by ANIMT in any form and does not need to be formally documented by the complainant in order to be acted on. Complaints may be made by any person but are generally made by students and/or employers. Complaints may be lodged against a fellow student, a trainer, any staff, a particular service of ANIMT, ANIMT's agents or any related party ANIMT has an arrangement with to deliver the student's course or related services. **However ANIMT currently does not have any arrangements with third parties.**

### What is an appeal?

An appeal is an application by a student for reconsideration of an unfavourable decision or finding during training and/or assessment. An appeal must be made in writing and specify the particulars of the decision or finding in dispute. Appeals must be submitted to ANIMT within **seven calendar days** of the student being informed of the decision or finding.

## Early resolution of complaints & appeals

In all cases, issues that arise during training and assessment that are the source of frustration or are in dispute should be resolved at the time, as they occur between the persons involved, where possible. Sometimes, it will not be possible and in these cases you are encouraged to come forward and inform us of your concerns with the confidence that you will be treated fairly.

## Complaint and appeals handling procedure

ANIMT applies the following principles to its complaints and appeals handling:

- A complaint or appeal may be received in any form (written, verbal) although persons seeking to make a complaint are recommended to complete the complaint form or request for an appeal of a decision which are available on the ANIMT website.
- A person who makes a complaint or an appeal must be **provided a written acknowledgement** as soon as possible and **not later than 24 hours** from the time the complaint or the appeal is received. This acknowledgement is intended to provide the person assurance that ANIMT had received the complaint or the appeal and will review the relevant issues and provide a response. The acknowledgement must inform the person that they will receive a written response within 14 business days.
- There is no time limitation on a person who is seeking to make a complaint. An appeal however must be made within seven calendar days of the person being informed of the decision or finding of which they intend to appeal.
- Written records of all complaints / appeals are to be kept by ANIMT including all details of lodgement, response and resolution. ANIMT will maintain complaints / appeals register to be used to record the details of the complaint / appeal and to maintain a chronological journal of events during the handling process. Records relating to complaint / appeal handling are stored securely to prevent access to unauthorised personnel.
- A person making a complaint or seeking an appeal is to be provided an opportunity to formally present his or her case at no cost.
- The Complainant/Appellant and the defendant, each person may be accompanied and/or assisted by a support person at any relevant meeting.
- Where a complaint or appeal is made about or involves allegations about another person, ANIMT is obliged to inform this person about this complaint/appeal or allegation and provide them the opportunity to respond and present information in response to the issues raised. This may be achieved through direct meetings or meeting via an electronic means. ANIMT will maintain a detailed record of these meetings in the form of a record of conversation. At all times information must be handled sensitively and treated in confidence. Persons involved in a dispute or

complaint should be reminded to treat each other with respect and conduct themselves in a professional and courteous manner.

- The handling of a complaint / appeal is to commence within **seven working days** of the lodgement of the complaint / appeal and all reasonable measures are taken to finalise the process as soon as practicable.
- The person making a complaint or seeking an appeal is to be provided a written response to the complaint / appeal, including details of the reasons for the outcome. A written response/update must be provided to the person within **14 business days** of the lodgement of the complaint / appeal.
- Director of Studies will first consider all of the complaints and appeals. If student is not satisfied with his decisions, then the student can go for CEO.
- Complaints / appeals must be resolved to a final outcome **within 60 calendar days** of the complaint / appeal being initially received. Where ANIMT Chief Executive Officer considers that more than 60 calendar days are required to process and finalise the complaint / appeal, the CEO must inform the person making a complaint or seeking an appeal in writing, including reasons why more than 60 calendar days are required. As a benchmark, ANIMT will attempt to resolve complaints / appeals as soon as possible. A timeframe to resolve a complaint / appeal within 30 calendar days is considered acceptable and in the best interest of ANIMT and the person making a complaint or seeking an appeal. A person making a complaint or seeking an appeal should also be provided with regular updates to inform them of the progress of the complaint / appeal handling. Updates should be provided to the person making a complaint or seeking an appeal at a minimum of 14 business days intervals. Once ANIMT reaches a conclusion regarding a complaint or appeal, the student will be informed about it within 10 working days of reaching such decision. At the same time, they will be advised that they have 20 working days to make an internal appeal against such decision or to go to external parties.
- ANIMT shall maintain the enrolment of the person making a complaint or seeking an appeal during the handling process. If the appeal is against Training Organisation NSW Pty. Ltd.'s decision to report the student for unsatisfactory course progress or attendance, the student's enrolment will be maintained until the external process is completed and has supported or not supported Training Organisation NSW Pty. Ltd.'s decision to report. If the appeal is against Training Organisation NSW Pty. Ltd.'s decision to defer, suspend or cancel a student's enrolment due to misbehaviour, Training Organisation NSW Pty. Ltd. will notify DET via PRISMS of a change to the student's enrolment after the outcome of the internal appeals process.
- Decisions or outcomes of the complaint / appeal handling process that find in the favour of the person making a complaint or seeking an appeal shall be implemented immediately.

- Complaints / appeals are to be handled in the strictest of confidence. No ANIMT representative will disclose information to any person without the permission of ANIMT Chief Executive Officer. A decision to release information to third parties can only be made after the person making a complaint or seeking an appeal has given permission for this to occur. This permission should be given using the Information Release Form.
- Complaints / appeals are to be considered and handled to ensure the principles of natural justice and procedural fairness are applied at every stage of the handling process. This means that the person making a complaint or seeking an appeal is entitled to be heard with access to all relevant information and with the right of reply. The person making a complaint or seeking an appeal is entitled to have their complaint heard by a person that is without bias and may not be affected by the decision. Finally, the decision must be made based on logical evidence and the decision-maker must take account of relevant considerations, must act for a proper purpose and must not take into account irrelevant considerations.
- Further guidance on principles of natural justice and procedural fairness can be accessed at the following link: [Principles of Natural Justice and Procedural Fairness](#)

## **Informing Persons and Responding to Allegations**

Where a complaint involves one person making allegations about another person, it is a requirement for ANIMT to hear both sides of the matter before making any judgements about how the complaint should be settled. A person who will be affected by a decision made by ANIMT as a result of a complaint has the right to be fully informed of any allegations and to be provided adequate opportunity to be heard and respond. The person has the right to:

- put forward arguments in their favour,
- show cause why a proposed action should not be taken,
- deny allegations,
- call for evidence to disprove allegations and claims,
- explain allegations or present an innocent explanation, and
- provide mitigating circumstances (information aimed at reducing the severity, seriousness, of something).

ANIMT also has an obligation to fully consider the substance of allegations and the response provided by parties before making a decision. Decisions must be communicated to the complainant and relevant persons subject of allegations in writing. This is to include advising these persons of their right to seek a third party review of decisions made by ANIMT.

Where an allegation is made that involve alleged criminal or illegal activity and it is considered outside the scope and expertise of ANIMT to investigate the matter, then in these circumstances ANIMT reserve the right to report these allegations to law enforcement

authorities. Persons related to the matter involving alleged criminal or illegal activity will be advised in writing if this course of action is being taken.

### **Review by an independent person**

ANIMT provides the opportunity for the person making a complaint or seeking an appeal who is not satisfied with the outcomes of the complaints and appeals handling process to seek a review by an independent person. Before a person seeks a review by an independent person, they are requested to first allow ANIMT to fully consider the nature of the complaint or appeal and to fully respond to the person in writing. If after this has occurred, the person is not satisfied with the outcome, they can then seek a review by an independent person. To request a review by an independent person, the complainant or the person making an appeal should inform the Student Support Manager of their request who will initiate the process with the Chief Executive Officer.

In these circumstances the ANIMT Chief Executive Officer will advise of an appropriate party independent of ANIMT to review the complaint (and its subsequent handling) and provide advice to ANIMT in regard to the recommended outcomes. The independent third-party is required to respond with their recommendations within 14 working days of their review being requested.

Where the ANIMT appoints or engages an appropriate independent person to review a complaint / appeal, the ANIMT will meet the full cost to facilitate the independent review. Where the person making a complaint or seeking an appeal objects to this appointment and requests to engage a person or organisation they nominate to undertake the review, the ANIMT may seek the person making a complaint or seeking an appeal to pay the cost of engaging this person and undertaking the review.

Following an independent review, advice received from the independent person is to be accepted by ANIMT as final, advised to the person making a complaint or seeking an appeal in writing and implemented without prejudice.

Where a complaint is received by ANIMT and the Chief Executive Officer feels that they may be biased or there is a perception of bias, then the complaint is to be referred directly to an independent third-party for consideration and response as outlined above. Example of an independent party is

#### **Resolutions Institute**

Level 1 and 2, 13-15 Bridge Street, Sydney NSW 2000

Phone: +61 2 9251 3366

Freecall: 1800 651 650

Email: [infoaus@resolution.institute](mailto:infoaus@resolution.institute)



## Unresolved Complaints and Appeals

Where the person making a complaint or seeking an appeal is not satisfied with the handling of the matter by ANIMT, they have the opportunity for a body that is external to ANIMT to review his or her complaint or appeal following the internal completion of complaint or appeals process.

Students who are not satisfied with the process applied by ANIMT may refer their grievance to the following external agencies:

- In relation to consumer protection issues, these may be referred to the **Office of Fair Trading**.
- In relation to the delivery of training and assessment services, these may be referred to the **National Training Complaints Service** via the following phone number: 13 38 73.
- Also to Australian Skills Quality Authority ([www.asqa.gov.au](http://www.asqa.gov.au))

## Withdrawing from a S&S course

If an Enrolled Student indicates they wish to discontinue and withdraw from their training without completing the Qualification, ANIMT will first ascertain if the reason for discontinuing relates to the performance ANIMT including in respect of the delivery of Subsidised Training. If that is the case, ANIMT ensures that reasonable efforts are made to address concerns of the Enrolled Student related to the delivery and assessment of training. If the Enrolled Student proceeds to discontinue their Training, ANIMT:

- attempts to obtain formal notification from the Enrolled Student of the date the Training will end
- complies with the Fee Refund Policy including with respect to the refund of any applicable Fee
- issues the Enrolled Student with a Statement of Attainment and associated transcript for completed Units of Competency within 30 days of effective discontinuance
- updates the Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
- provides the updated Training Plan to the outgoing Student
- returns results of any outstanding completed training activities and/or assessments to the Enrolled Student
- submits Training Activity Data to finalise the record and, if eligible, receive any further payments or Subsidies and Loadings.

ANIMT will submit the relevant Training Activity Data (including reporting Code TNC for this student). ANIMT may withdraw the student from the course from their end as well, based on non-progress in the course or non-attendance and communicate it to the students.



## **Deferral of Studies**

If an Enrolled Student indicates that they wish to defer the training under S&S program, ANIMT will make every effort to assist Enrolled Students to continue training where possible. ANIMT may change the attendance days of the student or put additional supports. Still if the Enrolled Student proceeds with the deferral, ANIMT may only permit a deferral or deferrals totalling no more than 12 months from the date of receipt of notice from the Enrolled Student. ANIMT will advise students of the Fee implications of deferring their Subsidised Training.

To be clear, an Enrolled Student must start within 12 months of enrolment despite any deferrals. Enrolled Students who do not recommence Subsidised Training within a 12 month period of deferral will be reported as discontinuing Subsidised.

To be clear, a student who wishes to recommence training after discontinuing an Approved Qualification must be treated as a new student and the Notification of Enrolment Process must be carried out.

## **Transferring students**

### **Transfer Out Process**

If there is to be a transfer out of an Enrolled Student, ANIMT will provide advice to the Enrolled Student as soon as practically possible. Where the Enrolled Student elects to transfer out ANIMT will follow these rules:

In the event that ANIMT's Smart and Skilled Contract is terminated or suspended the Transfer Out Process must be commenced prior to the termination of the Contract and/or ending the delivery of Subsidised Training to the relevant Enrolled Student.

ANIMT will comply with all directions from the Department in relation to the transfer out of students.

The advice to the Enrolled Student and actions of the Provider will include:

- the date of forthcoming termination of the Contract or of ending the delivery of Subsidised Training
- options for continuing training, which may include:
  - referring the Enrolled Student to the Smart and Skilled website to identify an alternative RTO who can provide Subsidised Training (an Alternative Provider)
  - referring the Enrolled Student to the local Training Services NSW Regional Office for assistance

- the Enrolled Student opting to remain with ANIMT and continue training on a “fee-for-service” basis (that is without the benefit of Subsidies); or
- ANIMT suggesting an alternative Provider.
- fee arrangements for transferring Enrolled Students (in accordance with the Fee Administration Policy)
- issuing of Statements of Attainment/Qualification credentials reflective of their actual training and assessment progress to date
- issuing an updated Training Plan listing all Units of Competency where an outcome has been achieved, commenced but not completed and/or not commenced
- ensure all current Enrolled Students in training receive any refunds owed in accordance with the Fee Administration Policy
- return results of any outstanding completed training activities and/or assessments to the Enrolled Student; and
- submit Training Activity Data to finalise the record and, if eligible, receive any further payments of Subsidies and Loadings.

### **Transfer In Process**

A student transferring in to ANIMT should be treated as a new student and ANIMT will carry out the Notification of Enrolment Process (the Transfer In Process). As described in the Fee Administration Policy, ANIMT may need to contact the Department to determine the Fee.

### **Recognition of Prior Learning**

In accordance with the requirements of the Standards for Registered Training Organisations, ANIMT provides the opportunity for students to apply to have prior learning recognised toward a qualification or units of competence for which they are enrolled.

#### **What is recognition?**

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

#### **Recognition guidelines**

The following guidelines are to be followed when an application for recognition is received:

- Any student is entitled to apply for recognition in a course or qualification in which they are currently enrolled.
- Students may not apply for recognition for units of competence or a qualification which are not included in ANIMT scope of registration.
- Whilst students may apply for recognition at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- Students who are currently enrolled in a training program are eligible to apply for recognition in that program at no additional charge.
- Assessment via recognition is to apply the principles of assessment and the rules of evidence.
- Recognition may only be awarded for whole units of competence.

### **Forms of evidence for recognition**

Recognition acknowledges that workplace skills and knowledge may be gained through a variety of ways including both formal and informal learning or through work-based or life experience.

Like assessment, recognition is a process whereby evidence is collected and a judgement is made by an assessor or assessment team. The judgement is made on evidence provided by candidates of the skills and knowledge that they have previously learnt through work, study, life and other experiences, and that they are currently using. It also includes evidence to confirm a candidate's ability to adapt prior learning or current competence to the context of the intended workplace or industry.

Forms of evidence toward recognition may include:

- Work records;
- Records of workplace training;
- Assessments of current skills;
- Assessments of current knowledge;
- Third party reports from current and previous supervisors or managers;
- Evidence of relevant unpaid or volunteer experience;
- Examples of work products;
- Observation by an assessor in the workplace;
- Performance appraisal; or
- Duty statements.

Many of these forms of evidence would not be sufficient on their own. When combined together, with a number of evidence items, the candidate will start to provide a strong case

for competence. ANIMT reserves the right to require candidates to undertake practical assessment activities of skills and knowledge in order to satisfy itself of a candidate's current competence.

## **Credit Transfer**

Credit Transfer is the recognition of learning achieved through formal education and training. Under the Standards for Registered Training Organisations, units of competency issued by any RTO are to be accepted and recognised by all other RTOs. Credit Transfer allows a student to be issued a unit of competency based on successful completion of the unit which has been previously awarded.

### **Evidence requirements**

If you are seeking credit transfer you are required to present your statement of attainment or qualification with a record of results for examination to ANIMT.

These documents will provide the detail of what units of competence you have been previously issued. You must provide satisfactory evidence that the statement of attainment or qualification is authentic, is yours and that it has been issued by an Australian RTO. Statements of attainment or qualifications should be in the correct format as outlined in the Australian Qualifications Framework. You are required to submit copies only which are certified as a true copy of the original.

### **Credit transfer guidelines**

The following guidelines are to be followed in relation to credit transfer:

- Any student is entitled to apply for credit transfer in a course or qualification in which they are currently enrolled.
- Students may not apply for credit transfer for units of competence or qualification which are not included in ANIMT scope of registration.
- Whilst students may apply for credit transfer at any time, they are encouraged to apply before commencing a training program. This will reduce unnecessary training and guide the student down a more efficient path to competence.
- The student does not incur any fees for credit transfer and ANIMT does not receive any funding when credit transfer is granted.
- Credit transfer may only be awarded for whole units of competence. Where a mapping guide identifies a partial credit, this will not be considered for credit transfer and applicants will be advised to seek recognition.

- Credit transfer is only applicable when the units of competency being claimed are issued by an Australian RTO and they are nationally endorsed within the National Skills Framework.

Fee implications for RPL/Credit in the courses under Smart and Skilled program are detailed in Fee Administration Policy.

## **Legislative and Regulatory Responsibilities**

ANIMT is required to operate in accordance with the law. This means we comply with the requirements of legislative and regulatory requirements. The following legislation is a list of the Acts that ANIMT has recognised it has compliance responsibilities to. They also represent obligations to you as a student whilst training with ANIMT.

During your day-to-day work and when participating in training, you will need to be aware of the relevant legislation that may impact on your conduct and behaviour.

Copies of State and Federal legislation can be found on the Internet at [www.australia.gov.au/state-legislation](http://www.australia.gov.au/state-legislation) (State) and [www.comlaw.gov.au](http://www.comlaw.gov.au) (Federal).

The following is a summary of the legislation that will generally apply to your day-to-day work and training.

### **Work Health and Safety Act 2011**

The main object of this Act is to provide for a balanced and nationally consistent framework to secure the health and safety of workers and workplaces. The WHS Act protects workers and other persons against harm to their health, safety and welfare through the elimination or minimisation of risks arising from work or from types of substances or plant.

The WHS Act covers workers by providing a nationally uniform work health and safety laws. This includes employees, contractors, sub-contractors, outworkers, trainees, work experience students, volunteers and employers who perform work.

The WHS Act also provides protection for the general public so that their health and safety is not placed at risk by work activities.

Section 29 of the WHS Act requires that any person at a workplace, including customers and visitors, must take reasonable care of their own health and safety and that of others who may be affected by their actions or omissions.

They must also cooperate with any actions taken by the person conducting business or undertaking to comply with the WHS Act and WHS Regulation.

## **Privacy Act 1988**

The Privacy Act is supported by the Australian Privacy Principles which came into effect on 12<sup>th</sup> March 2014. The object of Australian Privacy Principles is to ensure businesses and government agencies manage personal information in an open and transparent way.

Review the section within this handbook that relates to privacy protection. It provides you with information about:

- the kinds of personal information that the entity collects and holds;
- how the entity collects and holds personal information;
- the purposes for which the entity collects, holds, uses and discloses personal information;
- how an individual may access personal information about the individual that is held by the entity and seek the correction of such information;
- how an individual may complain about a breach of the Australian Privacy Principles and how the entity will deal with such a complaint; and
- whether the entity is likely to disclose personal information to recipients.

## **Disability Discrimination Act 1992**

Sect 5 - Disability Discrimination

(1) For the purposes of this Act, a person (discriminator) discriminates against another person (aggrieved person) on the grounds of a disability of the aggrieved person if, because of the aggrieved person's disability, the discriminator treats or proposes to treat the aggrieved person less favourably than, in circumstances that are the same or are not materially different, the discriminator treats or would treat a person without the disability.

For the purposes of subsection (1), circumstances in which a person treats or would treat another person with a disability are not materially different because of the fact that different accommodation or services may be required by the person with a disability.

## **Sex Discrimination Act 1984**

Objects The objects of this Act are:

- to give effect to certain provisions of the Convention on the Elimination of All Forms of Discrimination Against Women; and
- to eliminate, so far as is possible, discrimination against persons on the ground of sex, marital status, pregnancy or potential pregnancy in the areas of work, accommodation, education, the provision of goods, facilities and services, the disposal of land, the activities of clubs and the administration of Commonwealth laws and programs; and

- to eliminate, so far as possible, discrimination involving dismissal of employees on the ground of family responsibilities; and
- to eliminate, so far as is possible, discrimination involving sexual harassment in the workplace, in educational institutions and in other areas of public activity; and
- to promote recognition and acceptance within the community of the principle of the equality of men and women.

### **Age Discrimination Act 2004**

The objects of this Act are:

- to eliminate, as far as possible, discrimination against persons on the ground of age in the areas of work, education, access to premises, the provision of goods, services and facilities, accommodation, the disposal of land, the administration of Commonwealth laws and programs and requests for information; and
- to ensure, as far as practicable, that everyone has the same rights to equality before the law, regardless of age, as the rest of the community; and
- to allow appropriate benefits and other assistance to be given to people of a certain age, particularly younger and older persons, in recognition of their particular circumstances; and
- to promote recognition and acceptance within the community of the principle that people of all ages have the same fundamental rights; and
- to respond to demographic change by:
  - removing barriers to older people participating in society, particularly in the workforce; and
  - changing negative stereotypes about older people.

### **Racial Discrimination Act 1975**

This Act gives effect to Australia's obligations under the International Convention on the Elimination of All Forms of Racial Discrimination. Its major objectives are to:

- promote equality before the law for all persons, regardless of their race, colour or national or ethnic origin, and
- make discrimination against people on the basis of their race, colour, descent or national or ethnic origin unlawful.

### **Copyright Act 1968**

Copyright is a type of property that is founded on a person's creative skill and labour. It is designed to prevent the unauthorised use by others of a work, that is, the original form in which an idea or information has been expressed by the creator.



Copyright is not a tangible thing. It is made up of a bundle of exclusive economic rights to do certain acts with an original work or other copyright subject-matter. These rights include the right to copy, publish, communicate (eg. broadcast, make available online) and publicly perform the copyright material.

There is no general exception that allows a work to be reproduced without infringing copyright. Where a part of a work is copied, the issue is whether a substantial part of that work has been reproduced and thus an infringement has occurred. However, there is a 10% rule which applies in relation to fair dealing copying for the purposes of research or study. A reasonable portion of a work may be copied for that purpose, and a reasonable portion is deemed to be 10% of a book of more than 10 pages or 10% of the words of a work in electronic form.

### **Fair Work Act 2009**

The main objectives of this Act are to provide a balanced framework for cooperative and productive workplace relations that promote national economic prosperity and social inclusion for all Australians by:

Providing workplace relations laws that are fair to working Australians, are flexible for businesses, promote productivity and economic growth for Australia's future economic prosperity and take into account Australia's international labour obligations;

Ensuring a guaranteed safety net of fair, relevant and enforceable minimum terms and conditions through the National Employment Standards, modern awards and national minimum wage orders;

Enabling fairness and representation at work and the prevention of discrimination by recognising the right to freedom of association and the right to be represented, protecting against unfair treatment and discrimination, providing accessible and effective procedures to resolve grievances and disputes and providing effective compliance mechanisms.

### **National Vocational Education and Training Regulator Act 2011**

This legislation provides that basis for the regulation of Registered Training Organisations in Australia. The legislation provides the basis for the establishment of the National VET Regulator who are the registration authority for RTOs. A core component of this legislation is that it defines the condition for the registration of an RTO which include:

- compliance with the VET Quality Framework
- satisfying Fit and Proper Person Requirements
- satisfying the Financial Viability Risk Assessment Requirements
- notifying National VET Regulator of important changes



- cooperating with National VET Regulator
- compliance with directions given by the National VET Regulator

## **Standards of Registered Training Organisation 2015**

The Council of Australian Governments' (COAG) Industry and Skills Council is responsible for endorsing vocational education and training (VET) standards. The Council consists of the Australian, state and territory ministers with responsibility for industry and/or skills within their jurisdiction. All registered training organisations (RTOs) in Australia are responsible for ensuring they fully comply with the Standards at all times as a condition of their registration. The Standards are enabled by the *National Vocational Education and Training Regulator Act 2011* (NVR Act), which aims to:

- provide national consistency in regulation of the VET sector, using a standards-based quality framework and a risk-based approach
- promote quality, flexibility and innovation in VET
- promote Australia's reputation for VET locally
- promote a VET system that meets Australia's social and economic needs
- protect students undertaking or proposing to undertake VET in Australia, and
- ensure access to accurate information regarding the quality of VET.

## **Anti-Discrimination Act 1991**

Sect 6 -Act's anti-discrimination purpose and how it is to be achieved.

The main purpose of the 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. Anti-Discrimination applies to a person's race, religion, colour, sex, physical and/or mental capacity.

## **Smart and Skilled Student Fees Administration Policy**

Under Smart and Skilled, a student contributes towards the cost of training through the payment of a student fee. The payment to the Provider is made up of the student fee and the subsidy from the government. Student fees are:

- set for the whole qualification, not annual or semester fees as some training providers did previously to Smart and Skilled
- lower for students doing their first post-school qualification
- set for the student and the qualification and will be the same regardless of the Provider chosen.

## **Smart and Skilled Programs**

The NSW Skills List indicates the qualifications funded under Smart and Skilled. There are five Smart and Skilled Programs covering qualifications on the NSW Skills List:

- Smart and Skilled Entitlement Foundation Skills
- Smart and Skilled Entitlement Full Qualifications
- Smart and Skilled Entitlement Apprenticeships and Traineeships
- Smart and Skilled Targeted Priorities Full Qualifications
- Smart and Skilled Targeted Priorities Prevocational and Part Qualifications.

## Student eligibility

To be eligible to be subsidised to undertake a Smart and Skilled program, an individual must meet the relevant eligibility criteria for Smart and Skilled programs.

To be eligible to enrol in an:

- Entitlement Full Qualification
- Targeted Priorities Full Qualification
- Entitlement Foundation Skills Qualification
- Targeted Priorities prevocational or part qualification,

A student must meet the citizenship requirements, be 15 years or over, live or work in NSW and no longer be at school or its equivalent.

## Fee categories

The student fee categories are:

- Standard Student—First Qualification
- Standard Student—Subsequent Qualification
- Apprenticeship (for qualifications offered as part of an apprenticeship pathway)
- Traineeship (for qualifications offered as part of a traineeship pathway)
- Concession
- Exemption

## Standard Student fees

The Standard Student fee applies to students who are not doing an apprenticeship or traineeship or who do not qualify for a concession or an exemption.

- The Standard Student—First Qualification fee applies to students who do not already hold a post-school qualification from any tertiary sector. Qualifications include vocational and higher education qualifications achieved in Australia or overseas at any time previously.

The following qualifications have been determined not to be post-school qualifications:

- Certificate I qualifications
- Smart and Skilled Entitlement Foundation Skills qualifications
- Any other foundation skills qualification that is aimed at developing foundation skills as identified in National Foundation Skills Strategy (up to and including Certificate III), including:
  - English language, literacy and numeracy (such as listening, speaking, reading, writing, digital literacy and use of mathematical ideas)

- Employability skills (such as collaboration, problem solving, self-management, learning and information and communication technology skills required for participation in modern workplaces and contemporary life)

Students who hold these qualifications will pay the First Qualification fee.

The First Qualification fee also applies to fees for 15 –17 years old regardless of any previous qualification.

- The Standard Student—Subsequent Qualification Fee applies to students who already hold a previous post- school qualification from any tertiary sector. This category includes vocational and higher education qualifications achieved in Australia or overseas at any time previously.

The Standard Student—Subsequent Qualification fee is the higher of the two Standard Student fees because individuals undertaking a second or subsequent post- school qualification have already benefitted from training.

Where a student completes a Smart and Skilled qualification and enrolls in another Smart and Skilled qualification (except an apprenticeship or traineeship), the student will be charged the Standard Student— Subsequent Qualification fee for the subsequent qualification.

Note: There is no limit to the number of previous post- school qualifications a student can hold.

Apprenticeship fees: ANIMT does not provide such service.

Traineeship fees: ANIMT does not provide such service.

### Concession fees

Concession fees are discounted fees for disadvantaged students. Concessions fees are a flat fee for the qualification level. A student who receives a specified Commonwealth Government welfare benefit or allowance is eligible for a concession fee for a qualification up to and including Certificate IV. A student who is receiving a specified benefit or allowance at the time of enrolment is eligible for a concession.

The concession fee is also available to a student who is a dependant of a person receiving a specified Commonwealth Government welfare benefit or allowance. To be eligible for the concession the person who the student is a dependant of must be receiving the benefit or allowance at the time of enrolment.

**There are no concessions for students enrolling in Diplomas and Advanced Diplomas.**



## Fee exemptions

Students who qualify for a fee exemption are:

- Australian Aboriginal and Torres Strait Islander people
- people with a disability(ies) (that is people who meet the disability fee exemption criteria, including the dependent child, spouse or partner of a recipient of a Disability Support Pension). (See also Proof of eligibility for fee status)
- refugees and asylum seekers (that is people who meet the refugee and asylum seeker eligibility and exemption criteria specified at Appendix 7)
- recipients of Fee-Free Scholarships.

## Frequency of exemption

Australian Aboriginal and Torres Strait Islander students and students that meet the Smart and Skilled disability fee eligibility requirements (students with disabilities), and students who meet the refugee or asylum seeker eligibility will be exempted from fees for any Smart and Skilled enrolments for which they are eligible. Australian Aboriginal and Torres Strait Islander students, students with a disability(ies) and students who are a refugee or asylum seeker must meet the Smart and Skilled eligibility criteria or be a NSW apprentice or a NSW new entrant trainee undertaking a Skills List traineeship qualification.

## Recognition of prior learning

Where an eligible student is granted recognition of prior learning (RPL) for one or more units of competency, the qualification price will be adjusted, and a new student fee determined.

The qualification price is based on both fixed and variable costs. The fixed cost of the qualification will be reduced by 50 per cent of the proportion of units of competency granted RPL. The variable cost will be reduced by 50 per cent of the total cost of the units of competency granted RPL.

Once the adjusted qualification price is calculated the new student fee will be determined at the same percentage of the price as the original student fee for that course (i.e. Adjusted Price x fee percentage).

Where RPL for a unit (or units) of competency is assessed by ANIMT and only partially granted and some training delivery is still required, there is no reduction in the student fee and should not be entered in the Provider Calculator or reported as RPL granted.

## Credit transfer

Where an eligible student is granted a credit transfer (CT) for one or more units of competency, the qualification price will be adjusted, and a new student fee determined.

The fixed cost of the qualification will be reduced by the proportion of units of competency given credit transfer. The variable cost will be reduced by the total cost of each unit of competency granted credit transfer.

Once the adjusted qualification price is calculated the new student fee will be determined at the same percentage of the price as the original student fee for that course (i.e. Adjusted Price x fee percentage).

#### Calculating and adjusting fees for recognition of prior learning and credit transfer

Where RPL and/or CT are granted at enrolment, the Provider will need to use the Smart and Skilled Provider Calculator to determine the applicable student fee.

Where RPL and/or CT is granted after enrolment, or after a student commences a qualification, the Provider must report the outcome for the relevant unit(s) of competency in their next Smart and Skilled training activity data file submitted to the Department. The Department will make adjustments to the subsidy payment and advise ANIMT of the new student fee. ANIMT will take all necessary steps to advise affected students of adjusted fee and to adjust the fee levied, including adjustments to subsequent fee payment schedules.

ANIMT will sight appropriate evidence, such as a testamur or a Unique Student Identifier (USI) transcript to grant credit transfer.

Fee for concession students where recognition of prior learning and/or credit transfer has been awarded.

Where a student is eligible for a concession and has been awarded RPL and/or CT, if the adjusted Standard Student fee (First or Subsequent) is lower than the concession fee, the student will pay the relevant Standard Student fee.

### **Fees for continuing students**

Smart and Skilled continuing students

Student fees under Smart and Skilled are for the whole qualification and should be determined at enrolment, and therefore apply until the student has completed training in that qualification. Students who have paid the full fee upfront, will not be charged an additional fee to continue their training even if the fee for the qualification increases from one activity period or year to the next.

### **Proof of Eligibility for Fee Status**

An individual must declare that information provided with regard to eligibility is true, accurate, complete and not misleading.

Additionally, for some fee types an individual may be required to provide evidence to support their eligibility for the Smart and Skilled fee type. The Provider must sight or maintain certain evidence as detailed in this section and in Appendix 3. Link to Appendix 3 is provided at the end of this handbook.

### **Proof of eligibility for First or Subsequent Qualification fee**

A student is required to declare any post-school qualifications to assess eligibility for a First or Subsequent Qualification Standard Student fee.

Smart and Skilled data and data from the Unique Student Identifier may also be used as evidence of a student's previous post-school qualifications, to assess the appropriate Standard Student fee.

### **Concession fee**

Proof of eligibility is required.

A list of the specified Commonwealth Government welfare benefits and allowances is at Appendix 4. The recipient of a specified Commonwealth Government welfare benefit or allowance must provide the following proof of eligibility for a concession:

- a letter from the Department of Human Services (Centrelink) confirming receipt of the benefit. The letter should clearly show the Centrelink Reference Number (CRN) and the benefit or allowance category; or
- a current concession card that shows the CRN and clearly shows the benefit or allowance category; or
- a current Centrelink income statement that clearly shows the CRN and the benefit or allowance category; or
- any other evidence that clearly shows the CRN and the benefit or allowance category; or
- documentary evidence from Department of Veteran's Affairs stating the pension/benefits status or
- for people applying for Austudy or Youth Allowance, an approval letter from Centrelink that shows the CRN and indicates that commencement date of their benefit is within two weeks of their enrolment or two weeks within the date of the first class attendance or participation in training.

An individual who is seeking a concession as a dependent child, spouse or partner of someone who is receiving a specified Commonwealth Government welfare benefit or allowance must provide documentary evidence that Centrelink recognises the individual as



the dependant. The evidence should clearly show the CRN of the benefit or Commonwealth Government welfare recipient.

### **Fee exemption – Aboriginal and Torres Strait Islander students**

Australian Aboriginal and Torres Strait Islander students prove their status and eligibility for a fee exemption through descent, self-identification and community identification.

Students will need to declare their status and be able to provide documentary evidence of community identification, if required.

### **Fee exemption – Students with a disability(ies)**

Proof of eligibility is required.

A student who seeks a fee exemption on the basis of disability will need to provide:

- a letter from Centrelink confirming receipt of the Disability Support Pension. The letter should clearly show the Centrelink Reference Number (CRN); or
- a current Disability Pensioner Concession Card that shows the CRN; or
- a current Centrelink income statement for the Disability Support Pension, which clearly shows that income is for the disability pension and also shows the CRN; or
- any other evidence that clearly shows the CRN and confirms receipt of the Disability Support Pension; or
- documentary evidence of support demonstrating a clear additional need as a result of student's disability. This evidence must be a letter or statement from:
  - a medical practitioner; or
  - an appropriate government agency such as Veteran's Affairs or a TAFE NSW teacher consultant (for students with a disability), a school counsellor or special education coordinator, Centrelink, a Disability Service Provider, or a Job Capacity Assessor; or
  - a specialist allied health professional (including a rehabilitation counsellor, psychologist, speech pathologist, or occupational therapist).

### **Fee exemption – Dependant of a person with a disability(ies)**

Proof of eligibility is required.

An individual who is seeking an exemption as a dependant child, spouse or partner of someone who is receiving a Commonwealth Government Disability pension must provide documentary evidence that Centrelink recognises the individual as a dependant. The evidence should clearly show the CRN of the Disability Pension Recipient.

## **Validation of student eligibility and fee**

ANIMT will use the Provider Calculator to confirm an individual's Smart and Skilled eligibility for a qualification.

ANIMT will charge the student the relevant fee set by the NSW Government which will be validated by the Provider Calculator.

ANIMT will not charge students a fee other than what is calculated by the NSW Government through the Provider Calculator. This means ANIMT cannot discount the fee, charge a higher fee or exempt students from paying the fee determined by the Provider Calculator.

Circumstances may arise where the fee quoted by the NSW Government must be adjusted (such as where the student obtains a credit transfer or recognition of prior learning after enrolment or after commencement). See sections on Credit Transfer and Recognition of Prior Learning for more information.

A Student Fee Estimator is available on the Course Finder search on the Smart and Skilled website that individuals can use to check their eligibility and estimate their fee for NSW.

Skills List qualifications. This will be an estimate only, and the final student fee will be calculated through the Provider Calculator.

## **Evidence to support eligibility for fee exemption, concession, fee free scholarship or any other fee waivers**

ANIMT will sight or retain certain evidence that supports a student's eligibility to fee free training or a concession fee. A summary of evidence required and whether it must be sighted or retained is at Appendix 3 (link provided at the end of this hand book).

Where evidence is not retained, a record must be kept of what evidence was sighted, when it was sighted and by whom.

### **FOR MORE INFORMATION:**

[https://www.training.nsw.gov.au/forms\\_documents/smartandskilled/contract/fee\\_administration\\_policy\\_2017.pdf](https://www.training.nsw.gov.au/forms_documents/smartandskilled/contract/fee_administration_policy_2017.pdf)

**Process for calculating fee arrangements: Appendix 2 of above mentioned link**

**Proof of Eligibility for Fee Status: Appendix 3 of above mentioned link.**

**Refugees and Asylum seekers: Appendix 7 of above mentioned link.**

**Aboriginal and Torres Straits Islanders: Appendix 6 of above mentioned link.**

**Concession Holders: Appendix 4 of above mentioned link.**