

Student Policy

Anran Training is a Registered Training Organisation (RTO No. 40814) recognised by the Australian Skills Quality Authority for the delivery of nationally recognised training. The following policies and procedures relate to Anran Training's training and assessment services. Please read this information prior to enrolling in any course. Please also be sure to read the course brochure and student enrolment form for each course in which you wish to enrol. The brochure and enrolment form contain important additional information.

About us: Anran Training is a trading name of Anran Pty Ltd (ABN 55 164 406 080). We are a Registered Training Organisation (RTO) and our RTO number is 40814.

Fees and Charges: Payments may be made by electronic transfer. Students are not considered enrolled in a course, nor eligible for the issue of an award, until the required fee is paid. Replacement copies for lost certificates and statements of attainment are also available for a small administrative fee.

Course prices: All prices are in Australian dollars. As our website is updated frequently, small discrepancies may occasionally arise between advertisements and website data.

Access and equity: Anran Training is committed to providing opportunities to all people regardless of their background. We support government policy initiatives and provide training access to all those seeking to undertake it. We ensure that our student selection criteria are non-discriminatory and provide fair access to training for the disadvantaged. To assist in identifying any special learning needs, we ask that all students provide us with information regarding any language, literacy and numeracy (LL&N) challenges on your enrolment form, prior to the start of your training. If you do have any learning difficulties you are encouraged to discuss these with your trainer prior to course commencement or during the course induction. Please refer to the following list of available support agencies.

- **Learning Difficulties Australia** www.ldaustralia.org

Learning Difficulties Australia is an association of teachers and other professionals dedicated to assisting students with learning difficulties through effective teaching practices based on scientific research, both in the classroom and through individualised instruction.

- **Australian Council for Adult Literacy** www.acal.edu.au

The Australian Council for Adult Literacy promotes adult literacy and numeracy policy and practice.

The council exists to:

- provide leadership in Australian debate on adult literacy and numeracy practices and policy
- build understanding of adult literacy and numeracy issues
- advocate on behalf of equitable adult literacy and numeracy provision for all Australians

- build links between people, organisations and systems; the participants and stakeholders in the adult literacy and numeracy field
- Work with other organisations on issues of mutual concern.

Student account details: All students are issued a user name and password upon enrolment. This provides access to our online administrative tools at anrantraining.edu.au and a means of updating personal records.

Student information: Students may review their account details by logging in to the system via the student portal. Students are also requested to complete the student survey questionnaire which will be supplied at the successful completion of the course. While students are not obliged to answer these questions, the information is requested to assist the federal and state governments in vocational education and training (VET) research. On your profile page you will be able to see all your course information and student resources. Students will also need to supply their Unique Student Identifier (USI) to us before they may receive their certification. This is now a Federal Government obligation and further information on how to obtain this will be supplied at the end of your course, or may be found at www.usi.gov.au or calling 13 38 73.

Privacy policy: Your privacy is respected, and all your personal information collected by us is protected by the *Commonwealth Privacy Act 1988*. Your data will be used to enable us to provide you with the course you have requested, to inform you of other products you may be interested in, to assist with continuous improvement. You may review and modify your contact information at any time, by accessing your details from our website. For general enquiries about our privacy policy, or for any other website-related information, please contact us at admin@anrantraining.com.au

Anran Training may use third party advertising tools (including Google remarketing and similar advertising). This means that information related to your web browsing behaviour may be collected while visiting our site, which later can be used by third-party vendors, including Google, for the purpose of showing Anran Training advertising on sites across the Internet which have been approved in the display network. You have the option to opt out of Google's use of cookies by visiting the [Google advertising opt-out page](#). Alternatively you can opt out of cookies by visiting the [Network Advertising Initiative opt out page](#).

Google Adwords Conversion Tracking - Anran Training may utilise Google Adwords Conversion tracking to help us collect general usage statistics on how many site visitors have clicked on our Google ads and made an enquiry or purchase with us. This may be tracked using cookies which do not contain any personal identifiable information and expire within 30 days. For more information or to opt out of this service, please refer to [Google Advertising Policies and Principles](#).

Confidentiality: Anran Training is obliged under the *National Vocational Education and Training Regulator Act 2011* to disclose to the Australian Skills Quality Authority (ASQA), and other related government entities certain information relating to your studies with us, including student identities and details of issued qualifications and statements of attainment. Other than this, student and client personal details always remain confidential and are not disclosed to any other third party without your written consent.

Assessment: Student assessment is based on demonstration of competency. Students are assessed as competent (C) or not yet competent (NYC). To be assessed as competent (C), students need to provide evidence which demonstrates that they have the essential knowledge and skills to successfully complete the relevant unit to the required standard. Competency is simply about demonstrating that a student can complete the task with confidence to the required industry standard. An assessment of 'Not Yet Competent' (NYC) indicates that further demonstration of the knowledge and skills are required. Our Assessors will provide feedback to guide all resubmissions and are available for contact if required. There are four key principles that are a part of the assessment process:

- **Validity:** The assessment adequately samples the range of skills and knowledge needed to demonstrate competence. The current performance of the competencies in the workplace is assessed. The results of the assessments can be used as a pointer to the student's performance in the workplace.

- **Reliability:** Reliable assessments use methods and procedures that engender confidence that competency standards and their levels are interpreted and applied consistently to all students.

- **Flexibility:** Flexible assessments should provide for the recognition of competencies no matter how, where or when they have been acquired, draw on a range of methods and be appropriate to the context, task and person.

- **Fairness:** Assessment is fair if it does not disadvantage particular students. For assessments to be fair, students must clearly understand what is expected of them and what form the assessment will take.

Each student is allowed two (2) attempts at submission of assessment however assessors will work with the students in any area identified as needing assistance. This number of attempts may be greater if so indicated in the applicable course brochure available from the individual course page from www.anrantraining.com.au. If more than the specified maximum number of attempts are required, an additional assessment fee may apply.

Dishonest student conduct: Cheating is the dishonest presentation of an assessment task or activity as demonstrating your own understanding of and/or ability in the subject concerned. Some examples of cheating are submitting someone else's work as your own; submitting another author's work without proper acknowledgement of the author; or allowing someone else to submit your work as theirs. If evidence of cheating is established the student will be contacted to outline the concerns with their submitted work. The student will then have an opportunity to respond to any allegations of cheating or plagiarism. If it is established that the student has engaged in cheating or plagiarism they will either be given a formal warning and asked to resubmit the assessment work or their enrolment will be terminated in which case all fees paid are forfeit and non-refundable.

Inappropriate student conduct: Students may not engage in harassment or discriminatory conduct during training. Discrimination is when a student treats another person less favourably than another because of gender, age, race, religion, marital status, disability, nationality, ethnicity, or national

origin. Harassment is when a student engages in behaviour that is unwelcome or which offends, humiliates or intimidates. Examples of harassment include continued negative comments toward a trainer; racist comments or jokes; spreading rumours; comments or jokes about a person's disability, pregnancy, sexuality, age religion, etc.; threats, insults or abuse; or offensive or obscene language. Any breaches of these standards will result in the training giving the student a warning. Further breaches may result in a student's enrolment being terminated, in which case all fees paid are non-refundable.

Certification: Our assessment turnaround time three working days however feedback is usually provided within 24 hours of submission. If your assessment result is 'Competent', we will e-mail you a protected PDF copy of your Statement of Attainment. Testamurs and Statements of Attainment are issued in accordance with the requirements of the Australian Qualifications Framework and all records of results are retained for a period of thirty years. Requests for replacement Testamurs or Statements of Attainment incur an additional small administrative fee as detailed on the website.

Complaints and appeals procedures: We have a fair and transparent process in place for handling complaints and appeals, and you are welcome to raise concerns with us about our programs. Our online training system provides the facility for students / clients to provide feedback, complaints and appeals. Our training manager is responsible for investigating the complaints or appeal; making the decision; recording the outcome of the decision; and notifying the student of this decision.

A. Informal complaint: The steps for an informal complaint are: (1) The student shall communicate directly with our operational representative, i.e., the trainer or assessor, who will make a decision and record the outcome of the complaint. (2) The trainer shall ensure that the student is informed of his/her decision. (3) Students who are dissatisfied with the outcome of the complaint to the instructor may then make a formal complaint.

B. Formal complaint: A formal complaint can only be made after having first submitted an informal complaint. The steps for a formal complaint are: (1) The student shall email the details of the complaint using our online form or by email to admin@anrantraining.com.au. This provides an opportunity for the student to present his/her case to the training manager. (2) The relevant staff member shall be given an opportunity to present his/her case to the training manager. (3) The training manager will make a decision and record the outcome of the complaint. (4) The training manager will communicate his decision on the complaint to all parties in writing within five working days of making his decision. (5) Should the student have continued concerns regarding the complaint, the student may then refer to the National Training Hotline by telephone on 13 38 73.

Liability: Every effort has been made to ensure the accuracy of the information contained in our website and in any proposal or marketing material provided by us to you, however we accept no liability to any person or entity with respect to any inaccuracy, misleading information, loss or damage caused directly or indirectly by the information contained in the aforesaid material. Changes and additions to the information contained on the Anran Training site are made frequently.

Product liability: No warranties except those implied by law and which cannot be excluded are given by Anran Training in respect of the materials and products supplied. Where it is lawful to do so, the liability of Anran Training for a breach of a condition or warranty is limited to either the rectification or replacement of the materials or products or a refund of the purchase price paid for

the materials or products (excluding any delivery charges), as determined by Anran Training in its sole discretion. To the extent permitted by law, Anran Training will not be liable for any consequential loss or damage suffered as a result of the use of materials or products supplied by Anran Training. It is a condition of sale of all products that the customer acknowledges and warrants that it has relied on its own skill and judgment or that of its professional advisers on the suitability of the materials or products for specific purposes and indemnifies Anran Training from and against any suit, claim, demand or compensation which the customer or others may have against Anran Pty Ltd in relation to the materials or products provided to the customer and the customer's use of the products or materials.

Debt collection: Anran Training reserves the right to pass on the debt collection commission fee to its customers that have an overdue amount owed due to the purchase of materials. Anran Training will also report the name of a customer with monies that are outstanding to relevant credit management authorities and associated parties.