

Bannister Technical conducts its business according to the requirements of the following legislation:

- Anti Discrimination Legislation – Anti-discrimination, Racial and Sex Discrimination Acts and Human Rights and Equal Opportunity Commissions Act
- Work Health and Safety Act 2012
- Apprenticeship and Traineeship Act 2001
- National Vocational Education and Training Regulator Act 2011
- Private Code of Practice (General) 2003

Copies of the above legislation are available on request or can be viewed and www.legislation.nsw.gov.au

3.6 Welfare and guidance

We can provide you with access to assistance and guidance services through the Local Government Community Service Directory for services such as:

- Accommodation
- Child Care
- Emergency Services
- Employment
- Law & Justice
- Health
- Personal & Family Support
- Communication & Information Services

If you require any of the above information, please ask your trainer and they will be able to help you.

Bannister Technical contact details

Address: Suite 4A4
410 Elizabeth Street
SURRY HILLS NSW 2010

Phone: (02) 9211 7500

Fax: (02) 9211 6337

Inquiries: inquiries@bannistertechnical.com.au

Website: www.bannistertechnical.com.au

RTO Number: 90680



Part One: Information about your course with Bannister Technical

Congratulations, you have successfully enrolled in a training course with Bannister Technical. You are undertaking a course of study that will give you a nationally recognised qualification. Successful completion of this course will mean you are competent:

- Show some relevant theoretical knowledge
- Use a range of well-developed skills
- Be able to find solutions to a variety of usual problems
- Perform tasks that need a range of experienced skills where you can make your own informed decision
- Interpret available information using discretion and judgement
- Take responsibility for your own outputs in work and learning
- Take some responsibility for the output of others

1.1 Mission Statement

Bannister Technical's mission is to provide training and assessment services to individuals and business that is relevant, productive and inspirational.

We provide quality customer service to our clients' business through contributing towards continual improvement of their workplace operations.

This is achieved by our effective quality systems, close consultation with the business and their departments and through the development and implementation of customised resources. Bannister Technical values the potential within each and every individual and aims to inspire, motivate and accurately direct them on a path to continual learning.

We endeavour to create a learning environment that caters for a range of learning styles at appropriate levels that is fair and equitable to all students.

Bannister Technical values the experience, expertise and performance of our staff and contractors and gives full support to their efforts towards meeting our goals.

Peter Neave

Chief Executive Officer

1.2 A bit about Bannister Technical

Bannister Technical is a Registered Training Organisation (RTO) with the following qualifications on scope:

- Certificate III in Food Processing
- Certificate III in Pharmaceutical Manufacturing
- Certificate III in Competitive Manufacturing
- Certificate IV in Competitive Manufacturing
- Certificate III in Process Manufacturing
- Certificate III in Laboratory Skills
- Certificate III in Health Service Assistance (Client/Patient Services)
- Certificate III in Health Support Services
- Certificate III in Health Support Services (Client/Patient Support Services)
- Certificate IV in Aged Care Work
- Certificate IV in Business (Frontline Management)
- Certificate IV in Training and Education
- Certificate III in Early Childhood Education

Bannister Technical's core business is providing client specific training to food manufacturing, health service and associated industries. Our trainers are qualified Workplace Trainer and Assessors with industry expertise. Our trainers are adult vocational training professionals and undertake training delivery and competency assessment with flexibility and support for special needs.

Training is delivered under the National VET Regulator (NVR) Standards for RTOs . We embrace Quality Assurance and the process of continual improvement, ensuring that our training is relevant, up-to-date and meets government standards and client requirements. Through our experience, we are fully aware of the realities of training in operational areas.

All nationally accredited qualifications issued by Bannister Technical can be identified by the nationally recognised training (NRT) logo. Nationally recognised training ensures training is delivered and mutually recognised across Australia. This allows you to gain Credit Transfer for earlier training.



1.3 About the course

This course is a nationally recognised and accredited qualification that enables participants to develop the knowledge and skills required to competently work in their chosen industry. What does it mean to be "Competent"? You are judged competent when there is evidence that you:

- Can do a job to the agreed standard (as above)
- Understand why it should be done that way
- Can do different tasks at the same time and deal with everyday problems at a suitable level
- Understand workplace policies and procedures
- Fit in with others

You will be given every opportunity to display competence. If you are found to be 'not yet competent' your trainer will give you the necessary feedback and support to fill in any gaps you may have and allow you another attempt. After three attempts, you may have to enroll in the course again at a later date.

1.4 Assessment

Assessment of competency can take a variety of forms. You can do written assignments, role plays, demonstrations, projects, or orally express competency. There are no examinations involved in this training. The method of assessment is on your training plan.

As a Registered Training Organisation (RTO) Bannister Technical provides training and assessment in accordance with the Australian Quality Framework (AQF) and the National VET Regulator (NVR) Standards for RTO . This includes assessments that are:

- Valid (address the requirements of the unit of competency)
- Reliable (consistent outcomes regardless of assessor, place and time)
- Fair (must be open, free from bias, supportive and accessible)
- Flexible (allows for a variety of workplace contexts and diversity of how, where and when competencies are achieved)

If you have a USI, please enter it on your enrolment form and reply to the USI ICT message to allow Bannister to verify your USI.

If you do not have a USI, please indicate that you wish for Bannister Technical to apply on your behalf. You need to supply one of the following forms of identification: Driver's Licence, Medicare Card, Australian Passport or Birth Certificate.

Part Three: Bannister Technical's Responsibilities

3.1 Your privacy

We are required to respect the confidentiality of your personal information and the privacy of individuals. We have in place steps to protect the personal information we hold from misuse, loss, unauthorized access, modification or disclosure by use of various methods including locked storage of paper records and password secured computerised records.

3.2 Statistical Reporting

The statistical information collected on this form will be used at the State and National levels to enable the accurate reliable and consistent measurement of activity in the vocational, education and training sector.

Strict privacy and confidentiality precautions are taken by the Office of Post Compulsory Education, Training and Employment (State) and the National Centre for Vocational Education and Research (National) to ensure no collected data can be associated with an individual.

Please assist Bannister Technical to meet the requirements of these bodies by fully completing your enrolment form.

3.3 Course Fee's Policy and Refund Policy

Bannister Technical negotiates its fees directly with your employer for both Traineeships & Fee for service. Should Bannister Technical charge Student Fees in advance, Bannister Technical will accept no more than \$1000 prior to the commencement of a course. In the case of fee for service training, participants who cannot attend training are give options on future training or have their expenditure refunded.

3.4 Administration fee

Bannister Technical charges an administration fee which is in line with the TAFE NSW fee policies. For further information ask your trainer or refer to the link on the Bannister Technical website.

If you are undertaking a course at the request of your employer, they will be charged your administration fee.

3.5 Code of Practice and Legislation

Bannister Technical is committed to the principles of equity and access in training. We believe that:

- Everyone is entitled to high quality education and training programs that provide recognised qualifications
- The diversity of the population must be recognised and valued
- Assistance should be given in language, literacy and numeracy if required

In the assessment process, your assessor will:

- Discuss what is required of you
- Discuss the evidence needed during an assessment
- Ensure that the assessment is fair
- Ensure that any support you need to complete the assessment is available
- Give you feedback during and after the assessment to help you develop your skills further
- Make the decision about whether or not you have achieved competency in unit

2.8 Student complaints and appeals

Throughout your course, the assessor will discuss your performance with you and your training coordinator. This includes providing you with feedback. If you have any issues concerning the training or assessment process speak with them first. For any unresolved issues, a complaints and appeals procedure exists to ensure fair and equitable decisions. This process includes:

- Trainee complaints will be heard by a company director and an independent industry member
- All statements will be recorded and copied to each party at the closure of discussions
- Where a fair and equitable decision cannot be reached, the trainee will be referred to an appropriate legal body/other educational provider

If you feel you are not satisfied with the outcomes of the above process ASQA has a complaints department that you can call 1300 701 801.

2.90 Accessing your records

You can request your present training status by ringing Bannister Technical on 02 9211 7500. You need to verify your identity and specify what information you require. You are entitled access to your records of participation and progress. You cannot request that anyone else accesses your records on your behalf.

2.91 Replacement Certificates or Transcripts

If you lose your Certificate or the Transcript that list the units you have completed, Bannister Technical will issue you with a replacement free of charge. You can request a replacement certificate by ringing 02 9211 7500.

2.92 Unique Student Identifier

From January 2015, you need a Unique Student Identifier (USI) for any accredited training before you can be issued a qualification or a Statement of Attainment. The USI consists of 10 alphanumeric characters (for example: 1ABC23DE45).You only need to apply for a USI once but you must provide your USI every time you enroll in an accredited course whether it is with a RTO, University, TAFE or school VET program. Your USI provides you with access to your entire training history. To ensure confidentiality of your records, Bannister Technical can not access your training history without your permission. You permit Bannister Technical to access your training history by responding to either a SMS or email from the USI ICT system. You nominate your preferred method when applying for a USI. If you do not opt for SMS or email notification, you will be notified in a letter. It is important that you respond to the notification because if you do not, Bannister Technical cannot issue your qualification. If you change your name, you are required to update your records on the USI ICT.

The development of assessment documents and other resources must reflect these principles of assessment.

In undertaking your assessment requirements, there are certain criteria by which you must submit your work. The rules of evidence include:

- Validity – directly relates to realistic workplace tasks associated with this unit of competency
- Authentic – your own work and not plagiarised.
- Current – reflects current industry practice (against workplace standards and legislation)
- Sufficient- is substantial enough for all evidence requirements for the unit of competency

Plagiarism (copying someone else’s work) by participants is unacceptable. Any work submitted for assess that is found to be plagiarised WILL NOT be included for assessment.

1.5 Mode of delivery

The qualification can be delivered in a variety of ways. Learning delivery should be flexible based on the needs of the learner and their experience or existing skills and knowledge.

Class room based

There is traditional face-to-face classroom delivery where organised training sessions are prepared by the trainers in consultation with the workplace resulting in a customised program. A suitable training delivery schedule is worked out by management and Bannister Technical.

Assessment based

If the level of knowledge and skill of the student is high, then the most appropriate mode of delivery would be through assessment. This means that you are given the opportunity to demonstrate your skills without having to sit through any class room based learning. The trainer would conduct an assessment and would have a list of evidence required to gather in order to give you the qualification based on assessment. The trainee and assessor will have a series of meetings to progress through the course requirements as well as practical demonstration sessions.

On line learning

If you are in a remote location and are motivated to complete training independently, Bannister Online learning provides you with the opportunity to study and complete assessments at a time and place suitable to your needs.

You will be supported by a trainer and assessor who is easily contactable to provide you with feedback, advice throughout the course. Assessment will include an online component and possibly a practical component in your workplace in collaboration with a local industry expert. Online courses presently offered are:

- Certificate IV in Training and Education
- Certificate III in Aged Care
- Certificate III in Early Childhood Education

Through recognition of prior learning (RPL)

RPL is similar to assessment based, except that the trainee provides all the evidence required. There is a process for using the RPL method via an application form. This mode allows trainees to provide evidence that they have already attained the requirements of the qualification through certificates that align with the qualification and practical experience in the industry. If

you feel you already have the requirements of the qualification, see your trainer to discuss it further.

Part Two: Your Rights and Responsibilities

2.1 Recognition of Qualifications issued by other RTOs: Credit transfers

If you have completed training with another RTO, you may be eligible for Credit Transfer of units towards the qualification you will achieve at the end of this course.

If you have any accredited qualifications that you think may align with this qualification, see your trainer to have them recognised.

2.2 Code of conduct

Give 100% during training sessions and assessment to ensure you show your assessor all of your knowledge and everything you are capable of. Participate in this training and assessment as much as you can to get the best results. Ask questions and contribute to assessments. Make contact with your trainer if you missed sessions or are falling behind.

The training environment should be encouraging towards learning, meaning appropriately comfortable, airy, and free from hazards including disruptive noise. Please respect your colleagues in the training room. Training room is part of your workplace and therefore all workplace policies apply. Eating and mobile phones are not allowed.

2.3 Drug and Alcohol Policy

The training room is a workplace and therefore everyone has a duty of care under the WHS Act 2012 to not put themselves or others at risk of injury.

Bannister Technical has a 'zero tolerance' to drugs and alcohol.

- It is prohibited for anyone to be under the influence of Alcohol or Drugs (illegal or misused prescription drugs). Anyone found to be under the influence of these substances will be expelled from the training room. Your trainer will advise your employer of the issue.

2.4 Plagiarism

You must not submit plagiarised work at any time during your training course. Plagiarism is practice of taking someone else's work or ideas and passing them off as one's own

Plagiarism includes:

- Submitting someone else's work as an assessment
- Copying text from other sources, including books, magazines, internet or interviews and submitting it as your own work
- Allowing someone else to give you the answers

If you are found to have plagiarised another person's work:

- You will be counselled on the importance of submitting your own work
- You will be given the opportunity to repeat the assignment
- Your trainer may advise your employer of the issue

2.5 Different learning styles

We all learn a little bit differently to each other, it's a part of being an individual. Your trainer and assessor will make every effort to cater for different learning styles. This means using visual stimulation or explaining language the language of the workplace if needed. It could also mean using a lot of activity based or demonstration skills rather than writing.

During the assessment process, minor changes can be made. This is known as flexibility in assessment.

2.6 LLN/ ESL policy

What is English as a Second Language (ESL)?

ESL trainees are people who may struggle or may lack the confidence to communicate clearly in English. This can include spoken or written English.

What is meant by Language Literacy and Numeracy (LLN)?

In everyday workplace tasks it is common for a person to use and respond to spoken and written language and use numeracy skills at the same time, all within a cultural context, which needs to be interpreted and responded to appropriately.

Your English language and literacy skills have been assessed using the Student Profile form.

Bannister Technical has TESOL trained staff who provide you with any support needed to successfully complete your course.

2.7 People who are involved in your training and assessment

Your training coordinator

Your training coordinator is the person with whom the trainer has primary contact for organising the training. This is the person you should contact if you cannot attend training. The coordinator has overall responsibility for:

- The learning program
- Assist in the customising of the learning program
- Arranging training and assessment
- Arranging for you to apply the learning in your workplace
- Communicating with your trainer

Your manager or supervisor

Your manager or supervisor has all the skills and workplace knowledge required that can assist you with your training. Your manager or supervisor will:

- Help you to apply what you learn in your workplace
- Help you to understand what is required
- Give you feedback
- Give you advice and information while you develop your skills
- Sign off on your practical skills

Your trainer

Your trainer has all the information about the training that you will need. Your trainer will:

- Guide you through the course outcomes
- Help you to understand the course requirements
- Help you to understand how you can apply the learning in your workplace
- Give you feedback and support during the learning process

Your assessor