

Student Handbook

Transforming lives and businesses through work and training.



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Welcome to AETS

Congratulations on your decision to complete a Nationally Recognised Qualification with Australian Employment and Training Solutions (AETS).

AETS would like to take this opportunity to welcome you as you begin your learning journey with us. We advise you to take the time to read this handbook carefully and ask any of our team members below if you need any further information. Please keep this handbook as a reference throughout your enrolment.

Our head office is located at

Level 6, 22 William St
Melbourne VIC 3000

For any enquiries you can contact our main reception - 03 86007300

Key Contacts and Locations

<p>Skills General Manager</p> <p>Emma Crichton Level 3, 405 Sussex, Sydney NSW 2000 T: (02) 8204 1405 M: 0439 801 371 Emma.Crichton@peopleplusaustralia.com.au</p>	<p>Skills Co-ordinator (Tasmania)</p> <p>Janelle Jago 19 Brisbane Street, Hobart TAS 7000 T: (03) 6105 0249 M:0408 111 238 Janelle.Jago@peopleplusaustralia.com.au</p>
<p>VET Lead</p> <p>Ree Paduano L6, 22 William Street, Melbourne VIC 3000 P: (03) 8600 7300 M:0438 055 708 Ree.Paduano@peopleplusaustralia.com.au</p>	<p>Skills Co-ordinator</p> <p>Rinks Kandra L6, 22 William Street, Melbourne VIC 3000 P: (03) 8600 7300 M:0438 055 708 Rinks.kandra@peopleplusaustralia.com.au</p>
<p>Chief Operating Officer</p> <p>Ani Moseley Level 3, 405 Sussex, Sydney NSW 2000 T: (02) 8204 1409 M: 0438 745 936 Ani.Moseley@peopleplusaustralia.com.au</p>	

1 Introduction

Welcome to your training program.

You will be undertaking a competency based course that offers a Nationally Recognised Certificate/Statement of Attainment on completion.

This booklet will provide information about AETS, the program structure and your roles and responsibilities over the duration of the program. This information is important so that you understand the requirement of the training program; your commitment, our commitment, and support we will provide to ensure you successfully complete your course.

1.1 Course Information

You will receive the following information that will assist you in understanding your roles and responsibilities in undertaking a training program with AETS.

- Information on the course content
- Access and Equity
- Session dates/times and length of course
- Language and Literacy Support
- RPL (Recognition of Prior Learning) Opportunities
- Complaints and Appeals Policy
- Refund policy
- Pre-requisites for entry into the program
- Assessment methods

1.2 Enrolment

All participants are required to complete an enrolment form to register for the course. An information/enrolment session will be undertaken where participant information, course information including study schedule and language, literacy and numeracy assessment (LLN) will be completed to ensure participants are enrolled in suitable programs.

1.3 Language Literacy & Numeracy Support

AETS conducts Language, Literacy and Numeracy Assessments in order to ensure all participants are enrolled in an appropriate course and to identify any LLN assistance required by each Participant. You will be asked to complete the LLN assessment at the enrolment/information session. Our experienced staff can discuss different ways of conducting training and assessment to assist participants in achieving competence or recommend and refer you to additional courses in ESL (English as a Second Language) and literacy and numeracy if required such as;

- 26Ten Literacy Program (TAS) 1300002610
- the Reading and Writing Hotline (1300655506)
- the Skills for Education and Employment (SEE Program)
<https://www.education.gov.au/see-providers>
- the Adult Migrant English (AMES) Program
<https://www.education.gov.au/adult-migrant-english-program-service-providers> or
- the Adult Community Education (ACE) Training Providers (All States 03 96898623).

The Reading Writing Hotline - A national telephone literacy referral service for adults
Ph.: 1300655506

1.4 Training Method

Training by AETS is delivered using a variety of flexible approaches to learning including techniques such as self-paced learning, on the job learning, and classroom style learning. Flexible delivery means providing training that best suits employers and participants to enable each participant to fulfil the requirements of the Nationally Recognised competencies.

Classroom Based Training

Classroom based training will be conducted at an AETS course site in a classroom environment. AETS trainers will provide you with all of the training materials and information that you will need to assist you achieve competency.

We utilise a variety of delivery methods in the classroom to meet the needs of individual learners. These include the use of role plays, presentations and group activities that will actively engage you in the learning process.

Employment Based Training

AETS offers you the flexibility to learn your vocational skills on the job through employment based training. The required training and assessment materials will be provided along with an allocated AETS trainer who will visit you regularly in the workplace and provide you with ongoing support and feedback. Your employer will contribute to determining your competence for each unit by completing paperwork to verify your ability to complete tasks on the job. Your employer will also be asked to provide the final sign off to complete your qualification.

1.5 Competency Based Assessment

Competency based training simply means that you will be trained and assessed as either 'Competent' or 'Not yet competent'. You will not receive a pass rate, or mark, and if you do not achieve competency the first time, your trainer will simply provide you with additional information, give you additional time to practice your skills and then re-assess you. There is no pass or fail in competency based training.

1.6 Reassessment

Student will be given two re-attempts for the not satisfactory task/s. Where the assessment task involves observation either in a simulated environment or in the workplace, the student will be required to demonstrate the same skills as required in the first assessment task. After the second attempt if performance is still unsatisfactory, students will be required to repeat the whole unit to ensure comprehension of the under pinning knowledge.

1.7 Recognition of Prior Learning (RPL)

Participants can apply for RPL for Units of Competency during the time of enrolment or up to one month after commencing the unit of competency.

The information provided to students will include:

- RPL can be granted to a participant who has demonstrated evidence of prior knowledge and experience in life and work relating to the unit of competency for which recognition is applied
- RPL is awarded for a total unit of competency (no partial RPL of a unit will be awarded)

RPL Request

- If a student wishes to apply for RPL they must complete the 'RPL Application Form' with the required information (such as detailed records of their experience, employment, training, etc., which may be relevant).
- The 'RPL Application form' will specify the units to be completed and students will be required to identify how they address the elements and performance criteria of each unit included in the RPL application.
- Once the RPL application form is completed, they are required to submit this with associated evidence to the Trainer. This RPL application and evidence is to be assessed by a Trainer and the student is to be notified of the outcome of whether they can proceed with the RPL or not.

Assessment Process

- The Trainer will assist participants in the process of understanding RPL, gathering evidence and demonstrating competence. You will then be asked to attend an interview with an appropriately skilled RPL Assessor who will talk to you about your current competency.
- On receipt of the self-assessment and relevant documentation from the participant, the evidence will be assessed against the competency standards for the particular units.
- In making an assessment, assessors will consider the following:
 - relevance and nature of evidence provided by the applicant
 - scope of subject matter covered by the evidence
 - whether the evidence is sufficient to enable a judgement of competent to be made in regard to the unit, taking into account the required knowledge and skills and the critical aspects of evidence in the relevant units
- Where evidence and documentation requires additional information or clarification, this will be discussed with the applicant via a phone call or scheduled meeting

- All original documents such as certificates, workplace reports, etc., should be copied and signed with a date, signature, and name of the assessor.
- Where RPL is 'Granted' this information will be communicated in writing to the participant within 10 business days of completion of the assessment, and the qualification / statement of attainment will then be issued.
- Where RPL is 'Not Granted' participants will be notified in writing of the outcome within 10 business days of completion of the assessment. The written communication to the student is to include a reason for refusal (where applicable).
- In all cases, a copy of the RPL documentation and outcome will be kept in the participant's file.
- There is a cost to the student to undertake an RPL process.

1.8 Credit Transfer

If you have a Statement of Attainment from a Nationally Recognised RTO; you may bring the original and/or certified copy with you to your next class and request Credit Transfer for any identical codes listed on your Statement; which are due to be delivered as part of your current AETS training program.

If you do not have a copy of your Statement of Attainment; and need to source from your previous RTO; you **MUST** tell your trainer or indicate on your enrolment form that you are going to be applying for CT and for which units.

Every state in Australia that AETS trains in has different claiming and reporting systems in place. However, the general procedure is that claims are made based on ATTENDANCE; and attendance records are scanned DAILY by your trainer.

If you attend training and are listed on the attendance record for the Unit of Competency that you are wishing to apply for Credit Transfer for; AETS will claim those State Government Funds for the training delivery. It is therefore **ESSENTIAL** that you have advised your trainer or AETS Admin staff of your wish to claim Credit Transfer; so that we do not make the claim for the training delivery.

If you do attend the class, and a claim is made; and you then apply for Credit Transfer; AETS may ask you to **REIMBURSE** the funds we have been paid, dependent on the

timeframe between claiming, payment, and Credit Transfer application. For example, if it is within the same month; there may be no charge; however if the Credit Transfer is processed more than one month after attendance; the funds will be invoiced to you to reimburse AETS; as we are required to reimburse the State Government.

AETS is under no obligation to issue an AETS Certification that would be entirely comprised of Units of Competency completed at another RTO

1.9 Withdrawal

If you wish to terminate your participation in the training program please inform your trainer immediately and complete a withdrawal **form attached at the end of the handbook**. This will ensure that your Certificate/Statement of Attainment can be awarded to you promptly

1.10 Attendance

Participants will be advised of their attendance requirements at the enrolment/information session. Individual and/or group sessions will either be set by the facilitator or negotiated with the participant(s) as appropriate.

Participants are expected to attend ALL training sessions. If you are unable to attend a programmed training session then you must make every effort to contact your trainer either directly or through AETS before the session to arrange an alternative catch-up/time. Excessive absences or tardiness may result in units not being completed and therefore competencies not being achieved.

1.11 Change of Details

Participants must inform AETS of any changes to their address or contact details as outlined in the enrolment form. This prevents participants from missing any relevant correspondence sent and/or ensures you can be contacted at all times.

A change of details form is included in this handbook for you. Please submit your completed form to your trainer, or in writing to the AETS Head Office.

1.12 Participant Support Services

AETS will ensure the needs of participants are taken into account in the structure of its programs to give appropriate time allocation for practical application of knowledge and skill, maturational factors or personal need factors.

Your trainer/assessor is the first point of contact to discuss any difficulties you are experiencing.

- Difficult in understanding resources
- Self-motivation
- Time management

AETS provides access to specialist support for participants who identify special needs, including:

- Language, literacy or numeracy
- Persons from non-English speaking backgrounds
- People with disabilities

Participants with special needs should indicate the special needs in their pre-training review. Assistance will be administered to Participants identified with special needs in the form of information, advice, counselling (See Section 1.3 for further information).

Participants with disabilities will be fully supported during the training. This support may include note takers, one on one session, flexible training schedule and course material provided in alternative formats.

All students enrolling at AETS have access to the Student Concierge. This person has the role of helping students cope with the challenges students face during the training. The Student Concierge can be contacted on 1800 773 338 or concierge@aets.edu.au for any support you may need or referral to other appropriately qualified people.

2 Your Rights and Responsibilities

As a participant in one of our training programmes, you have rights and responsibilities governed by State and Federal legislation.

2.1 Participant Rights

All students have the right to:

- Be treated fairly and with respect by all students and staff
 - Not be harassed, victimised or discriminated against on any basis
 - Learn in a supportive environment which is free from harassment, discrimination and victimisation
 - Learn in a healthy and safe environment where the risks to personal health and safety are managed and minimised
 - Have their personal details and records kept private and secure according to our Privacy and Personal Information Policy
 - Access the information AETS holds about them
 - Have their complaints dealt with fairly, promptly, confidentially and without retribution
 - Make appeals about procedural and assessment decisions
-
- Receive training, assessment and support services that meet their individual needs
 - Be given clear and accurate information about their course, training and assessment arrangements and their progress
 - Access the support they need to effectively participate in their training program
 - Provide feedback to AETS on the client services, training, assessment and support services they receive

2.2 Participant Responsibilities

All students, throughout their training and involvement with AETS, are expected to:

- Treat all people with fairness and respect and do not do anything that could offend, embarrass or threaten others
 - Not harass, victimise, discriminate against or disrupt others
 - Treat all others and their property with respect
 - Respect the opinions and backgrounds of others
 - Follow all safety policies and procedures as directed by staff
 - Report any perceived safety risks as they become known
 - Not bring into any premises being used for training purposes, any articles or items that may threaten the safety of self or others
 - Notify us if any of their personal or contact details change
 - Provide relevant and accurate information to AETS in a timely manner
 - Approach their course with due personal commitment and integrity
 - Complete all assessment tasks, learning activities and assignments honestly and without plagiarism
 - Hand in all assessment tasks, assignments and other evidence of their work with a completed and signed cover sheet
 - Make regular contact with their Training/Assessor
 - Progress steadily through their course in line with their training plan
 - Prepare appropriately for all assessment tasks, visits and training sessions
 - Notify AETS if any difficulties arise as part of their involvement in the program
-
- Notify AETS if they are unable to attend a visit or training session for any reason at least twenty-four (24) hours prior to the commencement of the activity
 - Refrain from smoking at training venues and on the premises of AETS
 - Make payments for their training within agreed timeframes

2.3 Access and Equity

AETS is committed to providing an environment which is free from discrimination and harassment. Participants will be provided with equal opportunity and will not be discriminated against on the basis of certain attributes as described by the Equal Opportunity Act.

It is unlawful to discriminate on the basis of the following attributes: sex, impairment, marital status, physical features, age, pregnancy, breastfeeding, industrial activity, religious belief or activity, lawful sexual activity, political belief or activity, parental status as a carer, or personal association (whether as a relative or otherwise) with a person who is identified by reference to any of the above attributes.

A participant should never feel that they are unable to complete their training for any reason. Access and Equity is the responsibility of all staff members at AETS however, participants who feel they are in this situation should contact **the VET Lead** as per the contact list on Page 3 of this Manual.

2.4 OH&S

AETS takes the safety of our students and staff very seriously. We operate at all times in accordance with the relevant Workplace Health and Safety (WH&S) guidelines. These guidelines are embedded into all of our courses.

We expect staff and students to comply with WH&S and welfare guidelines, and to conduct themselves in a safe manner, not placing themselves or others at risk. If you find yourself to be in a situation where you feel either a member of staff, employer or fellow student is in violation of WH&S policy, you are required to report the situation to the **VET Lead** as per the contact list on Page 3 of this Manual.

In the event of a critical incident, AETS has policies, support mechanisms and procedures in place to manage the critical incident and ensure all necessary support services are provided for.

2.5 Participant Welfare

In order to protect the welfare of participants and to ensure participants have positive living, studying and working experiences, AETS:

- a) Does not permit or require participants to attend classes (including time allocated for self-paced or online studies) for more than eight (8) hours in any one day, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which specifies the differing maximum hours for the course. Participants will be notified where exemptions have been provided
- b) Does not permit or require full time participants to attend scheduled classes prior to 8.00am and/or after 10.00pm, unless there is a reasonable course-related reason to do so and the registering body has given specific written exemption which approves a different schedule. Participants will be notified and asked to sign an agreement to this arrangement in writing.

2.6 Respect for others

You will be expected to treat AETS team members and fellow participants with respect and observe any particular conditions which may appear in this information booklet or be raised during the course by an AETS team member. Inappropriate language and actions will not be tolerated.

2.7 Misconduct and Disciplinary Policy

If you fail to follow the guidelines set out in the ‘your rights and responsibilities’ section of this handbook, or otherwise behave in an unacceptable manner, you may be subject to disciplinary action.

AETS is committed in providing a fair, equitable and confidential framework and procedure for investigation and resolving alleged cases of student discipline and misconduct.

This policy applies to all educational circumstances that relate to your enrolment, including classroom, on training premises, and also applies to related excursions and activities.

The following steps are used for the process of disciplinary action of students who have displayed unacceptable behaviour.

Step 1: Informal Counselling - Trainers are encouraged to deal with behavioural problems informally by reminding you of your responsibilities and offering advice and assistance.

Step 2: Referral to the VET Lead - All occurrences of inappropriate behaviour considered dangerous, disruptive, offensive, malicious or serious, or likely to be repeated if no action is taken, will be referred to the VET Lead. The referral will be recorded in writing in the student file.

Step 3: VET Lead - The VET Lead shall take actions to include one or more of the following as appropriate to the behaviour:

- Note the referral for future reference
- Interview and/or counsel the student
- Obtain a second opinion from another trainer and/or other student (where possible)
- Suspend the student from the course
- Remove the student from the course (a student removed from a course for disciplinary reasons is not eligible for a refund)
- If the student has attended the course through their employer or organisation, notify the employer or organisation
- Summarise the event and outcomes in the incident register

Step 4: Further Action - Where possible, steps should be taken to eliminate or reduce the likelihood of the behaviour occurring again. The student is required to sign the Student Behaviour Contract to outline the expected behaviours required for continuing participation in training with AETS. Serious misconduct should be reported by the VET Lead to the Skills General Manager who must also notify the police if there are suspected criminal actions.

Any student who is the subject of an allegation of an act of misconduct is entitled to be regarded as not having committed the act until they admit to the misconduct or a fair and proper investigation leads to reasonable determination that they committed an act of misconduct.

Examples of Academic Misconduct include but are not limited to:

- Any attempt by a student to submit assessable work that is not their own
- Plagiarism not attributed to the original source or process
- Any form of collusion between students to submit assessable work that is not their own
- Failure to have compulsory work books in all classes as required.

Examples of Non-Academic misconduct

- Non-academic misconduct is any action or conduct by a student relating to people or property which is contrary to Student Handbook, AETS policies and standards.

Serious misconduct may result in suspension or expulsion. Continuous misconduct and or property damage or offences involving the police are regarded as Serious Misconduct.

The following steps are used for the processing of alleged cases of misconduct:

Step 1: Acts of alleged misconduct are recorded by the trainer on a report of Alleged Misconduct Form and signed by the student at initial counselling within two days of the incident and lodged with the VET Lead.

Step 2: The VET Lead will undertake an initial investigation with all parties and record the findings. Should at any point during the process the student admit to the misconduct and accept the penalty imposed or conduct an informal resolution process or determined that there is no substance or insufficient evidence the VET Lead can dismiss the matter and notify the student in writing of the investigation outcome.

Step 3: The VET Lead will send the student a notification Letter advising them of the outcome providing the reason for the decision and penalty as well as advising the student of the appeals procedure.

Step 4: Should the students behaviour not improve the student is required to sign the Student Behaviour Contract which outlines the expected behaviours required for continuing participation in training with AETS

If a student wishes to appeal against the VET Lead's determination they must lodge a written Appeal form to the Skills General Manager within **20 working days**. (Commencing three days after the date of the Notification Letter)

2.8 Plagiarism

Plagiarism is a form of cheating. Plagiarism and cheating are serious offenses and may result in failure to achieve competency, and further disciplinary actions.

Plagiarism is not permitted in any AETS course. Plagiarism includes but is not limited to:

- Directly copying someone else's work and presenting it as your own without acknowledging its source
- Presenting an assessment as being your own work when it was produced in whole or part of group work
- Submitting another student's work as your own
- Copying work from computer programs or from the internet

2.9 Complaints/Appeals Policy

Despite all efforts of AETS to provide satisfactory services to its students, complaints may occasionally arise that require formal resolution. The purpose of this policy is to ensure that students have a complaints and appeals process that includes access to an independent external body if necessary.

Please see the detailed policy on AETS website under Complaints and Appeals Policy.

2.10 Fees

For participants eligible for Government funded training places and Fee for Service please refer to our website for indicative fees.

Fee concessions, waivers and/or eligibility exemptions may apply. Please speak to one of the AETS team for more details and an eligibility exemption application.

2.11 Refund Policy

The student must complete an *'Application for Refund / Request to Stop Payment Plans'* form for a refund. This form can be accessed on our website at www.aets.edu.au (under Refund Policy); or by asking a staff member to download from our intranet system- Cruse and submit to info@aets.edu.au; or by post to our Head office; or handing in person to reception at any of our branches listed in the student handbook.

All refunds applications shall be accompanied by:

- Completed AETS Withdrawal form (access it from website/ student handbook)
- Proof of extenuating circumstances, if applicable

The request will be processed within fourteen (14) working days of the application being received by AETS and are to be signed off by the General Manager.

Details of refunds will be maintained in the student's file.

The refund will be paid in Australian dollars to the student.

Fees paid by 3rd parties are not refundable to the student but will be paid to the 3rd party.

Note: Once Materials (textbooks or resources) are handed to a student they are the property of the student and considered second-hand, and therefore no refund will be given.

Please see the detailed policy on AETS website under Refund Policy.

2.12 Privacy

At all times AETS complies with the Commonwealth Privacy Act (1988). The Commonwealth Privacy Act (1988) prevents AETS from providing any participant details to any person other than the participant.

- Upon enrolment your personal details shall be filed in the designated student file or filing cabinet (lockable) or retained on a password protected space
- Your personal details and records shall be maintained in a current up to date condition. The National Privacy Principles require AETS not to store personal information longer than necessary.
- Updating of records will be actioned upon receipt of advice of changes
- Only staff directly involved with your welfare and/or student results, including internal and external auditing staff will have access to your personal details. AETS has in place steps to protect your personal information from misuse, loss, unauthorised access, modification or disclosure by use of various methods including locked storage of paper records and password protected access rights to computerised records.
- Upon reasonable request and notice AETS administrative staff will provide you with access to your personal records and reissue statements of attainment or qualifications achieved. The Commonwealth Privacy Act (1988) does limit access to your personal information should you be under 18 years of age, in which case you will generally have access to your personal information through your parents.
- Only upon receipt of your written consent will AETS staff provide a third party with your personal details.
- Access to your records may be provided where the Standards for Registered Training Organisations, Commonwealth or State authorities require AETS to do so.

Participants should be familiar with the Privacy Act Legislation, which is relevant in all dealings with customers, Participants and internal suppliers and peers. This legislation is detailed on the website www.oaic.gov.au

Personal information is collected solely for the purpose of operating as a Registered Training Organisation under the Australian Quality Training Framework administered by the Australian Skills Quality Authority (ASQA) who is the registering authority.

The requirements of the registering authority may require the releases of your personal information for the purpose of audit.

Under the National Privacy Principles you can access personal information held on you and you may request corrections to information that is incorrect or out of date.

2.13 Relevant Legislation

A range of legislation is applicable to AETS staff and students. Information on relevant legislation can be found as follows:

OH&S	www.worksafe.vic.gov.au
Equal Opportunity	www.hreoc.com.au
VET Training Regulator Act 2011	www.asqa.gov.au
Privacy	www.privacy.vic.gov.au
ASQA	www.asqa.gov.au
Other legislation	www.liv.asn.au www.austlii.edu.au

It is the responsibility of all staff to ensure the requirements of relevant legislation are met by AETS at all times. Please use the websites indicated or contact the General Manager if you require further information.

2.14 Evaluations

You will also be asked to complete an NCVER Learner Engagement survey towards the end of your training program. Feedback received forms part of the continuous improvement process to ensure AETS provides quality training and assessment. AETS must also provide a summary report of the feedback to its Registering body to provide an indication of its performance. This is a condition of registration.

Withdrawal Form

Course Details	Qualification:	[]					
	Traineeship?	<input type="checkbox"/> Yes <input type="checkbox"/> No					
	Course Withdrawal Date:	[]					
Student Details	Student First / Given Names:	[]					
	Surname:	[]					
Reason for Withdrawal	<input type="checkbox"/> Health reasons <input type="checkbox"/> Did not enjoy the course <input type="checkbox"/> Conflicts with work schedule <input type="checkbox"/> I found a job <input type="checkbox"/> No longer interested in course <input type="checkbox"/> Left employment <input type="checkbox"/> Other - please list []						
Employer Details <small>(must be completed for all employment based courses)</small>	Business Name:	[]					
	Employer Contact Name:	[]					
	Contact Number:	[]					
	Street Address:	[]					
	Town / Suburb	[]	State:	[]	Post code:	[]	
	Employer Signature:	[]				Date:	[]
Notification received from: For Traineeships employers must sign off on withdrawal <small>(Faxed copies or email signatures are acceptable)</small>							
<input type="checkbox"/> Student <input type="checkbox"/> Trainer <input type="checkbox"/> Training Coordinator <input type="checkbox"/> BD <input type="checkbox"/> Employer							
Trainer / Training Coordinator Name:	[]						
Signature:	[]				Date:	[]	
Trainer to attach latest copy of training plan							
Training Plan Attached <input type="checkbox"/> Yes							

OFFICE USE ONLY

Date processed on VETtrak:	[]
Date notified AAC <small>(traineeships; must be within 3 working)</small>	[]
Processed by:	[]
Signature:	[]

Change of Student Details Form

Please send completed form to: AETS head office, 1/533 Little Lonsdale Street, Melbourne VIC 3000

Course Details	Qualification:	<input type="text"/>		
	Course Commencement Date:	<input type="text"/>		
Student Details (original details you provided at enrolment)	Student First / Given Names:	<input type="text"/>		
	Surname:	<input type="text"/>		
	Student ID:	<input type="text"/>		
	D.O.B.:	<input type="text"/>		
	Contact Number:	<input type="text"/>		
	Email Address:	<input type="text"/>		
Details that need to be updated	<input type="checkbox"/> Name <input type="checkbox"/> Address <input type="checkbox"/> Phone number <input type="checkbox"/> E-mail address <input type="checkbox"/> Employer Name <input type="checkbox"/> Employer Address <input type="checkbox"/> Other - please list			
Updated details	<input type="text"/>			
Notification received from:				
<input type="checkbox"/> Student <input type="checkbox"/> Employer				
Name:		<input type="text"/>		
Signature:		<input type="text"/>	Date:	<input type="text"/>

OFFICE USE ONLY

Date processed on VETtrak:	<input type="text"/>
Processed by:	<input type="text"/>
Signature:	<input type="text"/>