

## **Learner Protection Policy and Procedure**

### **Purpose of the policy**

This policy is to make sure that ETI takes all steps prior to commencement of training and assessment to enable Learner to make informed decisions about undertaking training with ETI.

### **Scope**

Learners and ETI staff.

### **Reference to SRT0 2015**

Clause 5.2

### **Procedures**

- Prior to the commencement of training and assessment ETI conducts Pre-training review and LLN Test, ETI provides advice to the prospective learner about the training product appropriate to meeting the learner's needs, taking into account the individual's existing skills and competencies.
- Prior to the commencement of training and assessment Learners may go on the website and download the copy of the student handbook or can request a copy form the staff at ETI, ETI will make sure that Learner has got access to student handbook either in printed copy or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the RTO and at a minimum includes the following content:
  - a. the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
  - b. their training and assessment, and related educational and support services ETI will provide to the learner including the:
    - i. estimated duration
    - ii. expected locations at which it will be provided
    - iii. expected modes of delivery
    - iv. name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on the RTO's behalf, and
    - v. any work placement arrangements
  - c. ETI's obligations to the learner, including that ETI is responsible for the quality of the training and assessment in compliance with these Standards, and for the issuance of the AQF certification documentation.
  - d. the learners' rights, including:
    - i. details of ETI's complaints and appeals process as detailed in the complaints and appeal policies and procedures
    - ii. If ETI closes or ceases to deliver any part of the training product that the learner is enrolled in

- e. the learner's obligations:
  - i. any requirements ETI requires the learner to meet to enter and successfully complete their chosen training product, and
  - ii. any materials and equipment that the learner must provide

f. information on the implications for the learner of government training entitlements, and subsidy arrangements in relations to the delivery of the services

Where ETI collects fees from the individual learner, ETI provides or directs the learner to information prior to the commencement of training and assessment, specifying:

- a. all relevant fee information including
  - i. fees that must be paid to ETI
  - ii. payment terms and conditions including deposits and refunds
- b. the learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies
- c. the learner's right to obtain a refund for services not provided by ETI in the event the:
  - i. arrangement is terminated early, or
  - ii. ETI fails to provide the agreed services

Where there are any changes to the agreed services, ETI advises the learner as soon as practicable, including in relation to any new third party arrangements of a change in ownership or changes to existing third party arrangements.