# Smart and Skilled: Student Rights and Responsibilities

## **Student Right**s

United Transport Solutions will ensure that all enrolled students will:

* receive quality training and assessment that meets the NVR Standards for RTO’s 2015
* receive the training and support necessary to enable competency to be achieved
* Issue AQF certificates and Statements of Attainment on successful completion of the training course
* have access to our consumer protection system, including an identified Consumer Protection Officer and our Complaints and Appeals Process
* receive a refund for services not provided in the event of the training program being terminated early or if the agreed services are not provided either by ourselves or by a third party delivering on our behalf
* have their personal information protected in accordance with the National Privacy Principles and have access to that information on request
* be fully informed of fees and charges to complete the training course, including charges for equipment
* be provided with sufficient information regarding the requirements of the training and assessment to enable them to make an informed decision regarding enrolment in the training product
* be provided with information regarding the implications of government training entitlements and subsidy arrangements in relation to the delivery of the service and enrolment in other training
* be provided with a safe training environment free from harassment and discrimination

## Student Responsibilities

All students must ensure that they:

* provide true and accurate information
* behave in an ethical and responsible manner at all times when engaged in training and assessment activities
* meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents and follow any WHS related instructions.
* do not behave in any way the might intimidate, threaten, harass or embarrass other students or staff
* are free from drugs and alcohol at all times while in the training environment
* are punctual and attend all scheduled training and assessment sessions
* complete online assessments as scheduled
* meet assessment deadlines
* do no cause damage to equipment or facilities
* provide an USI or give permission to obtain one on their behalf