

## **STUDENT RIGHTS**

United Training 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
- be personally issued with AQF Certificates and Statements of Attainment on successful completion of the training course. This may be by mail to your given postal address.
- 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 and materials
- be fully informed of their obligation in relation to the repayment of any debt to be incurred under the VET FEE-HELP scheme
- 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 program
- 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 hazards, harassment and discrimination
- be informed, as soon as practicable, of any changes to agreed services, including in relation to any changes to existing third party arrangements, new third party arrangements or a change in ownership.

## **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
- behave with honesty and integrity and disclose information in full
- only submit material that is all their own work
- meet their Workplace Health and Safety (WHS) duty of care responsibilities by immediately reporting any WHS concerns or incidents, following WHS related instructions and acting in a manner that does not jeopardise the personal safety of others
- do not behave in any way that 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 not cause damage to equipment or facilities
- provide an USI or give permission to obtain one on their behalf.
- do not breach any Commonwealth or State law which underlie UTS operations
- do not unnecessarily interrupt training or assessment activities or cause disruptions for other students
- commit to engaging in learning and assessment activities including not using or accessing mobile phones in class (repeated use will lead to phone being put in safe keeping during class activities).

### **Disciplinary Action**

UTS attempts to provide training and assessment services in a spirit of co-operation and mutual respect.

We are committed to providing training in an environment of mutual respect and cooperation.

If a student exhibits disrespectful or disruptive behaviour then the Trainer/Assessor has the authority to warn the student that their behaviour is unsuitable. If there is no improvement or the immediate safety or well-being of others is at risk then the student should be directed to leave the training environment.

Examples of when disciplinary action may be required include when a student:

- Brings or consumes illegal drugs or alcohol on the premises
- Is under the influence of drugs or alcohol
- Damages property or removes property or resources belonging to the training venue.
- Assaults (physically or verbally) any person or persons on the training or business premises
- Fails to comply with any instructions relating to the safety of anyone on the premises
- Exhibits aggressive, disorderly, disruptive, harassing behaviour or interferes with the comfort, safety or well-being of any person who is acting lawfully and entitled to be present
- Colludes, plagiarises or cheats in assignments or assessments
- Enters any part of the training or business premises when not entitled to do so, or having entered, refuses to leave said premises
- Repeatedly interrupts training and assessment activities causing disruption for the trainer/assess and/or other students
- Repeated use of mobile phone during classroom based learning and assessment activities

All matters of disciplinary action will be reported to the CEO who will make an assessment regarding any required follow up action. In severe or repeated cases the student maybe asked to leave the training program or to stay away until such time the matter is resolved. In any such case there will be no refund of fees paid.

Anyone wishing to express a complaint in relation to the disciplinary action taken should follow the Complaints and Appeals Process as described in the Complaints and Appeals Policy.

### Student Declaration

I understand my rights and responsibilities as a student of UTS. I understand that failure to comply with my responsibilities may result in disciplinary action as outlined above.

I also understand that if I feel UTS has failed to provide training and assessment according to my rights as outline above then I can make a complaint using the Complaints and Appeals Procedure.

Name of Student

Signature of Student

Date