

P-1.16 CLIENTS RIGHTS

1.16.1 Purpose

This policy reinforces ECTARC's commitment to its clients and their rights.

1.16.2 Scope

This policy applies to all ECTARC clients.

1.16.3 Deployment

1.16.3.1 ECTARC ensures that all clients are fully informed of their rights and obligations and the terms and conditions of the training that they are participating in, as well as receive information regarding the training, assessment and support services to be provided prior to enrolment.

ECTARC ensures that all clients are treated fairly and equally.

1.16.3.2 Clients have the right to:

- a quality training and assessment experience and a quality consistent with ASQA regulations and state government contractual requirements
- support customised to their individual needs (including LLN, geographical location etc.), assisting them to achieve competency
- mutual recognition where previous nationally recognised studies have occurred and access to Recognition of Prior Learning (RPL) assessment pathways where previous skills and knowledge is demonstrated
- support provided by trainers/assessors who have the necessary vocational and training and assessment competencies
- have access to ECTARC's Consumer Protection Complaints system, including contact details of ECTARC's consumer protection officer
- confidentiality - where the client's studies are part of a contract i.e. traineeship/apprenticeship, information regarding the studies and progress of a client will need to be discussed with employer and any other parties who contribute to their learning, Department of Education and Communities
- a learning environment free from discrimination or harassment
- training and assessment that meets the requirements of the current training package
- learning materials that reflect current sector practices
- assessment that meet the principles of assessment of fairness, flexibility, validity and reliability
- timely access to current and accurate records and the right to review and correct information if required
- opportunities to provide feedback that informs ECTARC's continuous improvement processes
- transparency in the recruitment/selection process and selection criteria

1.16.3.3 Clients are informed of the terms and conditions of the training that they are participating in prior to commencement.

1.16.3.4 Clients are informed of the processes of decision making where applicable.

1.16.3.5 Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

New Policy

Reviewed Policy

Approved by: _____ Date : ___/___/___

25/11/14