

Learner Protection Policy

Prior to the enrolment or the commencement of training and assessment, whichever comes first, ITS Academy 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 enrolment or the commencement of training and assessment, whichever comes first, ITS provides either through print or through referral to an electronic copy, current and accurate information that enables the learner to make informed decisions about undertaking training with the institute 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 RTO 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. any work placement arrangements
- C. ITS Academy's obligations to the learner, includes 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, include:
 - i. Details of ITS Academy's complaints and appeals process as detailed in the Complaints & Appeals Policies and Procedures and
- E. The learner's obligations:
 - i. any requirements ITS Academy 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, and
- F. Information on the implications for the learner of government training entitlements, and subsidy arrangements in relations to the delivery of the services
- G. Where ITS collect fees from the individual learner, either directly or through a third party, ITS provides or directs the learner to information prior to enrolment of the commencement of training and assessment, whichever comes first, specifying all relevant fee information including
 - i. fees that must be paid to institute
 - ii. payment terms and conditions including deposits and refunds

The learner's rights as a consumer, including but not limited to any statutory cooling-off period, if one applies

- H. The learner's right to obtain a refund for services not provided by RTO in the event the:
 - i. arrangement is terminated early, or
 - ii. ITS fails to provide the agreed services

Where there are any changes to the agreed services, ITS advises the learner as soon as practicable, including in relation to any arrangements of a change in ownership.