

Your Rights and Responsibilities

When participating at the SECTA Training Academy, you are expected to:

- attend any scheduled timetables & appointment or, if unable to attend, provide adequate notice and explanation
- to provide evidence of eligibility (applications will not be processed until all eligibility evidence has been provided and all the relevant documentation has been completed)
- attend and complete training (so that you gain your qualification).

As Your training provider we will have:

- provided information about and explain the program
- inform you of the choices available for your training
- provide you with a detailed description of the training to be undertaken and what you are required to do to gain the qualification
- conduct an assessment of the your literacy and numeracy skills prior to enrolment
- offer and, if needed, conduct an assessment of Recognition of Prior Learning
- provide information about the facilities available to support your training and assessment and provide support services that meet your needs
- respond to requests for information from you in a timely way
- provide information about our Complaints Process and ensure that all complaints and appeals are addressed efficiently and effectively
- where appropriate, advise your employment service provider or the relevant government departments if applicable of your progress in training including if you fail to attend training.

If you need to change your training:

- You are entitled to change your qualification or training provider, these will be explained at orientation & information is available on our website & in your handbook.
- Your enrolment for training is valid for up to 3 weeks (21 days) after the expected commencement date. After this date if you have not contacted SECTA , the training place will no longer be valid and you will need to reapply.
- If you wish to make changes to your training arrangements you must advise us and put it in writing on the relevant form & if you are cancelling you must provide in writing of any cancellation, withdrawal or a request to defer.

If you have complaints or concerns about us and quality of service:

- you should first contact your us here at the college. You should do this as soon as possible so that we have a better chance of helping you resolve the matter within a reasonable timeframe
- Depending on the nature and seriousness of your complaint or concern, you may be requested to put the matter in writing

If you have any questions:

About your training please come to us straight away, if you have a complaint please come to us straight away. If in the 1st instance you class teacher/trainer can't help you or the student contact officer the door is always open to The General Manager or Principal who can be contacted on 0296372200 or email us at info@secta.com.au

We wish you every success with your future learning and employment.

SECTA Training Academy Team