



# Learner Rights and ALACC Responsibilities Policy

## 1. Purpose

To ensure all prospective and enrolled students at ALACC are well-informed of their rights and obligations and that ALACC meets its responsibilities as a Registered Training Organisation (RTO) under the Standards for RTOs 2025. This policy ensures transparency and informed decision-making by students prior to the commencement of training and assessment.

## 2. Scope

This policy applies to all prospective and current students enrolled in nationally recognised training products delivered by ALACC.

For students accessing VET Student Loans (VSL), please refer to the **VSL-Specific Policy** for additional requirements.

For international students, refer to the **International Student Policy** aligned with the **ESOS Framework** and **ELICOS Standards 2018** (where applicable).

## 3. Policy and Procedure

### a. ALACC's Responsibilities

Prior to enrolment or commencement of training (whichever comes first), ALACC will provide accessible, accurate, and timely information, through electronic or printed formats, including:

- Student Prospectus (online and printed)
- ALACC Website (including Course Outlines and Policy Portal)
- Pre-Training Review (PTR) interview
- Student Orientation
- Training Plans
- Staff Handbook
- Course Handbooks
- Enquiry support at reception



Information provided includes:

- **Course details:** estimated duration, location, delivery mode, entry requirements, pathways, and work placement (if applicable)
- **Training and assessment information**
- **Student support services**
- **Fees and payment terms**, including deposits, additional charges, and refund conditions
- **Recognition of prior learning (RPL) and credit transfer (CT)**
- **Student's rights and responsibilities**
- **Consumer protection mechanisms** (complaints, appeals, and feedback procedures)
- **Privacy and record-keeping practices**
- **ALACC's obligation to issue AQF certification upon successful completion**

ALACC ensures information is compliant with the RTO Standards 2025, Standard 5: "Support Learners", and Standard 4: "Provide Accurate and Accessible Information".

## b. Student Rights

Students have the right to:

- Receive accurate course information prior to enrolment
- Access a fair and transparent **complaints and appeals process**
- Be informed of any changes to services, including changes in ownership or third-party arrangements
- Be treated fairly and respectfully by all staff and students
- Learn in a **safe, inclusive, and discrimination-free environment**
- Receive high-quality training and assessment aligned with the Standards for RTOs 2025
- Access **student support services** to assist with learning and well-being
- Receive timely feedback and access to assessment outcomes
- Request RPL or Credit Transfer during the enrolment process
- Access consumer protection mechanisms, including refunds for unprovided services
- Have their **personal information managed in accordance with the Privacy Act 1988**



- Modify learning or training plans (e.g., defer or discontinue) through formal procedures
- Receive timely issuance of AQF certificates and statements of attainment
- Be made aware of the **implications of government subsidies, training entitlements, and co-enrolment limits** (where applicable)

### c. Student Obligations

Students are expected to:

- Provide accurate and up-to-date information during enrolment
- Pay all fees by agreed due dates and comply with payment plans
- Understand and follow the **Fees and Charges** and **Refund Policies**
- Comply with ALACC policies and procedures
- Maintain satisfactory attendance and academic progress
- Be punctual, respectful, and courteous to all members of the ALACC community
- Avoid plagiarism, cheating, or collusion
- Respect WHS rules and report incidents or concerns
- Maintain cleanliness, personal hygiene, and infection control protocols
- Use ALACC's facilities, equipment, and resources responsibly
- Comply with digital device usage policies
- Abstain from drugs, alcohol, and offensive behaviour on campus
- Adhere to cyber safety and social media guidelines
- Participate fully in training, including group work and assessments
- Treat all staff, students, and visitors with dignity and respect

## 4. Legislative Framework

This policy aligns with:

- **Standards for RTOs 2025**
- **VET Student Loans Act 2016**



- **ESOS Act 2000 & National Code 2018**
- **ELICOS Standards 2018** (if applicable)
- **Australian Qualifications Framework (AQF)**
- **Australian Consumer Law**
- **Privacy Act 1988**
- **Workplace Health and Safety (WHS) Act 2011**

## 5. Supporting Documents / Related Policies

- Student Prospectus
- Course Handbooks
- Training and Assessment Strategy
- Refund Policy
- Complaints and Appeals Policy
- Fees and Charges Policy
- Student Support Services Guide
- Pre-Training Review (PTR) Procedure
- Student Code of Conduct

## 6. Recordkeeping

Records relating to this policy include:

- Training plans
- Enrolment forms
- PTR interview records
- Signed declarations
- ALACC Policies Acknowledgement Form
- Student Feedback and Complaints records

## 7. Non-compliance

Breaches of this policy will be investigated under the **Complaints and Appeals Policy**. If no formal complaint is lodged but a breach is identified, ALACC will initiate an internal review, and corrective actions will be implemented by the CEO/Director of Studies.



## 8. Document Control

Policy:	Learner Rights and ALACC Responsibilities Policy
Policy owner:	CEO / Director of Studies
Reviewed by:	Compliance Team
Approval authority:	Dr Janet Lawrence, D.Ed., FACN CEO/Director of Studies
Last Review date:	April 2025
Version:	2025.1
Next review:	April 2027
Summary of changes:	The revised policy aligns with the Standards for RTOs 2025 by improving clarity, structure, and compliance terminology. It separates student rights, responsibilities, and RTO obligations into clearer sections, updates legislative references, and includes relevant frameworks such as the ESOS Act, ELICOS Standards, and VET Student Loans Act. Also removed redundancies I the previous document.