

Learners' Rights & Learners' Obligations Policy

1. Purpose

This policy outlines the rights and responsibilities of learners enrolled with SWC Training to support a safe, fair, supportive and effective learning environment.

2. Learners' Rights

Learners at SWC Training have the right to:

- Access quality training and assessment that meets the requirements of the relevant Training Package
- Be treated fairly, respectfully and without discrimination
- Learn in a safe, inclusive and supportive environment
- Receive clear information about course requirements, assessment, fees and support services
- Have their progress monitored and receive timely feedback
- Access academic and personal support, including LLN and referral to external support services where required
- Have personal information handled confidentially in accordance with privacy legislation
- Appeal assessment outcomes or decisions through SWC Training's Complaints, Grievances and Appeals process
- Withdraw from a course in accordance with this policy

3. Learners' Obligations

Learners are expected to:

- Actively participate in training and assessment activities
- Maintain satisfactory attendance and engagement
- Submit assessments by the required due dates
- Follow reasonable instructions from trainers and staff
- Treat staff, other learners and workplace participants with respect
- Notify SWC Training of any issues that may impact learning progress (e.g. illness, personal circumstances)
- Provide accurate and complete information at enrolment
- Adhere to SWC Training policies, codes of conduct and workplace requirements
- Use SWC Training resources appropriately

Failure to meet these obligations may result in support interventions, an Academic Action Plan, or changes to enrolment status.

4. Support and Intervention

Where a learner is identified as at risk of not meeting course requirements, SWC Training will work with the learner to implement appropriate support strategies in line with the Student Progress Monitoring and Support Policy.

5. Responsibility and Review

All learners and staff are responsible for complying with this policy.
This policy will be reviewed every 12 months or as required.