

## Code of Conduct for ALA Learners

At Assured Learning Australia, we are committed to providing high-quality, industry-relevant training that supports your professional growth. Our mission is to deliver practical, up-to-date technical education in a safe, inclusive, and respectful environment. We value integrity, excellence, and cultural safety, and we actively promote wellbeing and resilience to help you succeed.

As a learner enrolled in nationally recognised training, you have both **rights and responsibilities**. These ensure that your learning experience is positive, fair, and supportive for everyone.

### Your Rights:

You have the right to:

- Receive accurate and clear information before you enrol, including course outcomes, fees, and support services.
- Be treated fairly, with respect and without discrimination or harassment.
- Learn in a safe and inclusive environment.
- Access support services that help you progress through your training.
- Request reasonable adjustments if you have a disability or learning need.
- Make a complaint or appeal a decision without being treated unfairly.
- Receive your AQF certification (e.g. a qualification or statement of attainment) when you complete your course and all fees are paid.
- Have your personal information kept private and handled in line with privacy laws.

### Your Responsibilities:

As a learner, you are expected to:

- Attend scheduled training sessions (or log in regularly if studying online).
- Actively participate in learning and complete all required activities and assessments.
- Ask for help when you need it and engage with support services.
- Submit work that is your own and follow the academic integrity policy.
- Follow safety instructions and report any risks or incidents.
- Treat trainers, staff, and other learners with respect and courtesy.
- Keep your contact details up to date.
- Follow Assured Learning Australia's policies and procedures (refer back to the Resources section on our website at <https://www.assuredlearning.com.au/learnerresources>).

### Why this Matters

By understanding your rights, you can confidently access the help you need and expect fair treatment. By meeting your responsibilities, you contribute to a positive, productive, and professional atmosphere that benefits all learners. Together, these principles ensure that your training experience is not only successful but also enjoyable and empowering.

### Lyle Barrett

CEO & Director  
Assured Learning Australia