

## Section 1: Welcome and Introduction

### Welcome message from CEO or Director

Welcome to Assured Learning Australia and thank you for choosing us as your training provider for the next step in your development as an Automotive Technician.

My name is Lyle Barrett, and I am the CEO and sole Director of ALA. I've worked in the automotive industry my entire career — starting with my apprenticeship and progressing through roles in dealerships, technical management at the RAC and MTA, and as State Manager for the Institute of Automotive Engineers (IAEME). I've also served on the board of the Motor Industry Training Association (MITA), contributing to the development of training standards across the sector.

Assured Learning Australia (ALA) became a Registered Training Organisation (RTO) in January 2016, following a successful application and audit process in late 2015. Now in our tenth year of operation, we continue to grow and evolve, delivering nationally recognised training that meets the needs of both learners and industry.

ALA was founded to address a gap in post-qualification training in Automotive Air Conditioning Technology. Since 2016, we've built our own high-quality training equipment and maintained a strong focus on hands-on learning — because we believe practical experience is essential in our industry. We've also expanded to support the development of Heavy Vehicle Technicians, offering funded pathways for Light Vehicle Technicians to upskill and transition into heavy vehicle roles.

Our dedicated team of trainers and support staff are here to guide you through your training journey. We're proud to offer a supportive learning environment, and we look forward to helping you achieve your goals.

### Introduction to Assured Learning Australia - our mission, values, and training approach

Assured Learning Australia (RTO ID: 52765) is a Western Australian-based, nationally registered training organisation committed to delivering high-quality vocational education and training. We strive to meet the needs of learners and the Automotive and Mining industries. **Our mission is to provide relevant, up-to-date technical training that can be readily applied in the workplace.** We focus on learners who are upskilling their knowledge, skills and understandings, and we're here to support you on your journey.

**Our values** of integrity and excellence guide our practice:

**Integrity** – to adhere to the ethical and moral principles of being truthful and honest enough to do what is right. We value the attributes of fairness, respect, taking responsibility, being reliable, and having courage and transparency.

**Excellence** - it isn't just about what we do, it's about *why* we do it. It's the commitment to always improve. To value the attributes of efficiency and adaptability, innovation and relevance, of leadership and teamwork, and having passion and patience.

**We value people** and do our best to look after them – employees and clients. We are committed to creating a safe, inclusive and respectful learning environment. We actively promote cultural safety, wellbeing, and resilience in our programs to help you thrive both personally and professionally.

At Assured Learning Australia, we pride ourselves on our **learner-focused approach**. Our trainers are qualified professionals with current industry experience, and our support staff are dedicated to helping you succeed. We offer flexible training options, including face-to-face, online, and workplace-based learning, designed to suit different learning styles and life circumstances. Our training is **competency-based**, meaning you'll be assessed on your ability to share your knowledge and perform tasks to national industry standards.

As a learner, you'll benefit from structured support services including Language, Literacy and Numeracy (LLN) assistance, mentoring, disability support, and wellbeing referrals. We also provide access to digital tools and apps to help you manage your study, health and time effectively. Our team is here to help you navigate any challenges you may face during your training.

We look forward to supporting you throughout your learning journey and helping you achieve your goals. Your success is our priority, and we are proud to be part of your learning.



## **Your Rights and Responsibilities as a VET Learner**

As a learner enrolled in nationally recognised training, you have both rights and responsibilities. These are in place to help you succeed in your course and to make sure all learners learn in a respectful, safe, and supportive environment.

### **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.

## Overview of Your Training Journey (From Enrolment to Certification)

Your training journey includes a number of important steps. Here's what you can expect:

### 1. Enquiry and Enrolment

- You'll receive course information and talk to our team about your goals and study needs.
- We'll assess your suitability and help you choose the right course for your skills and experience.
- You'll complete an enrolment form and provide your Unique Student Identifier (USI).
- We'll identify any support needs, including language, literacy and numeracy (LLN), digital literacy, disability, or wellbeing.

### 2. Orientation and Induction

- You'll take part in an induction session where you'll learn how your course works, meet your trainer/s, and find out how to access support.

### 3. Training and Assessment

- You'll attend training sessions (in person or online) and complete practical and theory-based activities.
- You'll receive feedback as you go, and your progress will be monitored.
- You'll complete assessments to demonstrate your skills and knowledge. These may include written tasks, practical demonstrations, projects, or workplace evidence.

### 4. Support and Progression

- Our team will be here to support you through challenges and help you stay on track.
- If you need help with learning, wellbeing, or assessments, we can offer training support or reasonable adjustments.

### 5. Completion and Certification

- When you've successfully completed *all assessment requirements, prerequisite evidence, licensing requirements and agreed fees have been fully finalised*, we will issue your *Qualification* or *Statement of Attainment*. This certification is recognised across Australia under the Australian Qualifications Framework (AQF).

[For those learners who come back more than a year later for licensing or RPL purposes, Assured Learning reserves the right to require refresher training or reassessment to confirm current competency before issuing]

## Section 2: Understanding Your Course

Before you begin your training, it's important to know where and how to access reliable and up-to-date information about your course. This helps you make informed decisions, stay on track, and take responsibility for your learning journey.

You can find information about your course, including:

- The course name, code and qualification outcome
- Entry requirements and expected skills and knowledge
- List of units (subjects) you'll complete
- Delivery mode and assessment types
- Study duration and time commitments
- Practical training requirements

**It's important that you understand this information, if you're unsure you should reach out to us and to your trainer to get an understanding of this before you proceed.**

This information is available through:

### Where to Find Course Information

#### Our Website and Course Materials

Visit our website for course brochures and program summaries. These outline what's involved in your course and what outcomes you can expect.

#### Your aXcelerate Learner Portal

Once enrolled, you'll access:

- Your training plan and scheduled activities
- Messages from your trainer
- Progress tracking
- Support tools and documents
- Log in regularly to stay updated and on track.

We have a great playlist from aXcelerate which helps you know how to use your learner portal. This includes:

How to contact your trainer

[https://www.youtube.com/watch?v=1W5W5ENOf\\_c&list=PLUApJYpWOfMNsJulIPMTz8MdzQDZdl46T&index=3&pp=iAQB](https://www.youtube.com/watch?v=1W5W5ENOf_c&list=PLUApJYpWOfMNsJulIPMTz8MdzQDZdl46T&index=3&pp=iAQB)

How to submit your assessments <https://www.youtube.com/watch?v=-D6j7LvFkrQ&list=PLUApJYpWOfMNsJulIPMTz8MdzQDZdl46T&index=4>

Resetting your password

<https://www.youtube.com/watch?v=GfUvUQzJDPA&list=PLUApJYpWOfMNsJulIPMTz8MdzQDZdl46T&index=5&pp=iAQB>

Accessing your course resources

<https://www.youtube.com/watch?v=09zaODZboAE&list=PLUApJYpWOfMNsJulIPMTz8MdzQDZdl46T&index=6&pp=iAQB>

**training.gov.au (TGA)**

<https://training.gov.au> is the official national register of training packages and qualifications. You can search for your course or unit of competency to view:

- The official course title and code
- The full list of units and elective options
- Assessment conditions and outcomes
- Licensing or regulatory requirements (if applicable)

📌 Use TGA to better understand what industry skills your course is designed to develop.

**Why This Information Matters**

Understanding your course structure helps you:

- Know what's expected of you
- Prepare for assessments and deadlines
- Identify what support you might need
- Understand where your course can lead

If you're ever unsure where to find course details or documents, speak to your trainer or support staff — we're here to help.



## Section 3: Support and Access

We are committed to helping every learner succeed. Whether you're returning to study, learning in a new environment, or need some extra support — we're here for you.

### Types of Support Available

You may be able to access support with:

- Language, literacy, and numeracy (LLN)
- Disability and health needs (including reasonable adjustments)
- Mental health and wellbeing
- Technology access and digital support
- Study skills and time management
- Managing personal, cultural or family obligations

Support is available throughout your training. You don't need to wait until you have a problem — talk to us early so we can support you from the start.

### How to Access Support

You can request support at any time by:

- Talking to your trainer
- Contacting the learner support team

We'll work with you to understand what you need and how best to support you without compromising course requirements or assessment integrity.

### Our Key Support Policies

We encourage all learners to read the following policies, which are available on our website or through your learner portal:

#### ◆ **Learner Support Policy**

Outlines how we identify, plan, and provide support to help you succeed in your training. Covers LLN support, disability adjustments, and referral options.

#### ◆ **Access and Equity Policy**

Explains your right to fair treatment regardless of your background, gender, disability, religion, age, or identity. We are committed to inclusive and flexible training options that support diverse learners.

#### ◆ **Bullying and Harassment Policy**

All learners have the right to learn in a safe and respectful environment. This policy explains what behaviours are not acceptable and how you can report concerns. We will act quickly and confidentially to address any issues.

## Study Support

One of the biggest challenges with study can be setting up good habits and knowing how to study. Here's a combination of websites and apps that can help you develop and maintain good study habits:

### Websites

#### Khan Academy

Focus: Comprehensive educational resource.

Features: Offers a wide range of free courses covering various subjects. The platform includes video lessons, practice exercises, and a personalised learning dashboard. It's excellent for reinforcing classroom learning or for self-paced study.

#### Quizlet

Focus: Study tools and flashcards.

Features: Allows learners to create and use flashcards, practice quizzes, and games to enhance learning. It's particularly useful for memorisation and review of key concepts.

### Apps

#### Forest

Focus: Time management and focus.

Features: Helps users stay focused by planting a virtual tree that grows while you work and dies if you leave the app to check your phone. It's a playful way to encourage sustained focus during study sessions.

Platform: Available on iOS and Android.

#### Evernote

Focus: Note-taking and organisation.

Features: A powerful tool for organising notes, documents, and to-do lists. It allows users to capture notes in various formats and sync them across devices, making it great for keeping study materials organised.

Platform: Available on iOS and Android.

#### My Study Life

Focus: Scheduling and task management.

Features: A cross-platform planner for learners, teachers, and lecturers designed to make your study life easier. It allows you to store your classes, homework, and exams in the cloud, making it available on any device.

Platform: Available on iOS, Android, and Windows.

These resources cater to different aspects of studying, from time management and focus to organising study materials and reinforcing learning through practice and quizzes. They can be invaluable aids for learners seeking to improve their study habits and academic performance.

## Learner Wellbeing Support Referral Services

**Lifeline Australia:** A national charity providing all Australians experiencing emotional distress with access to 24-hour crisis support and suicide prevention services.

Website: Lifeline Australia  
<https://www.lifeline.org.au/>

Phone: 13 11 14

**1800RESPECT:** The National Sexual Assault, Domestic Family Violence Counselling Service. It provides 24/7 counselling and support for people experiencing, or at risk of experiencing, sexual assault, domestic or family violence.

Website: <https://www.1800respect.org.au/>

Phone: 1800 RESPECT / 1800 737 732

**Headspace:** National youth mental health foundation providing early intervention mental health services to 12-25-year-olds.

Website: Headspace  
<https://headspace.org.au/>

You can chat online by creating an account  
<https://headspace.org.au/online-and-phone-support/>

Phone: (03) 9027 0100

**Beyond Blue:** Offers information and support to help everyone in Australia achieve their best possible mental health. They provide resources, online forums, and counselling services.

Website: <https://www.beyondblue.org.au/>

Phone: 1300 22 4636



**Apps to Help Learner Wellbeing**

**Mindfulness and Stress Management Tools:**

Headspace

Focus: Mindfulness and meditation.

Features: Headspace offers guided meditations, mindfulness exercises, and sleep aids. It is designed to help users reduce stress, improve focus, and sleep better. The app starts with a basic course that teaches the fundamentals of mindfulness and meditation.

Platform: Available on iOS and Android.

Calm

Focus: Meditation, sleep, and relaxation.

Features: Calm provides guided meditations, sleep stories, breathing programs, and relaxing music. It is particularly known for its sleep stories, which are designed to help users fall asleep more easily. The app also includes mindfulness exercises and programs tailored for anxiety reduction and improved focus.

Platform: Available on iOS and Android.

Smiling Mind

Focus: Mindfulness meditation.

Features: Developed by psychologists and educators, Smiling Mind offers a variety of meditation programs for different age groups and needs. The app aims to improve mental health, reduce stress, and increase resilience and emotional intelligence.

Platform: Available on iOS and Android.



These apps are widely used and have been highly rated for their quality content and user-friendly interfaces. They are particularly useful for individuals looking to incorporate mindfulness and meditation into their daily routine to enhance mental health and well-being. As always, while these apps can provide great support, they are not a substitute for professional mental health care if you are dealing with serious mental health issues.

## Apps for Physical Health and Nutrition

Note: Assured Learning Australia has undertaken general research on the top apps for fitness, serious concerns about fitness and nutrition should be undertaken with a doctor. This list provides some basic support and leads learners in the right direction for health resources.

### For Physical Health:

#### MyFitnessPal

Focus: Fitness tracking and exercise logging.

Features: Allows users to log and track activities, set goals, and monitor progress. It also includes a vast database of exercises for various fitness levels.

Platform: Available on iOS and Android.

#### Nike Training Club

Focus: Comprehensive workout routines.

Features: Offers a range of workouts designed by professional trainers, including strength, cardio, yoga, and more. It also provides personalised workout plans.

Platform: Available on iOS and Android.

#### Strava

Focus: Running and cycling tracking.

Features: Popular among runners and cyclists for tracking routes, pace, and progress. It also has a social feature to connect with other athletes.

Platform: Available on iOS and Android.

#### 7 Minute Workout

Focus: Quick, effective workouts.

Features: Offers high-intensity interval training exercises that can be done in just 7 minutes, ideal for busy schedules.

Platform: Available on iOS and Android.



### For Nutritional Health:

#### MyFitnessPal

Focus: Dietary tracking and nutritional information.

Features: Includes a food diary, barcode scanner, recipe importer, and a database of over 11 million foods. It helps in tracking calorie intake and diet planning.

Platform: Available on iOS and Android.

#### Yummly

Focus: Healthy recipes and meal planning.

Features: Provides recipe recommendations personalised to your dietary preferences and needs, including allergy restrictions, and offers a meal planning tool.

Platform: Available on iOS and Android.

Fooducate

Focus: Educational tool for healthy eating.

Features: Grades foods based on their nutritional value, tracks calorie quality, and offers healthy alternatives. It's great for learning about nutrition in your food choices.

Platform: Available on iOS and Android

Water Drink Reminder

Focus: Hydration tracking.

Features: Helps you stay hydrated by tracking your water intake and reminding you to drink water throughout the day.

Platform: Available on iOS and Android.



**Your Rights and Responsibilities**

- You have the right to feel safe, respected, and supported.
- You have the responsibility to treat others with respect and follow classroom rules.
- You have the right to ask for help — and we encourage you to do so.
- If something is not right, you can speak up and make a complaint without fear of discrimination or unfair treatment.

You can access full versions of these policies in the aXcelerate learner portal or by asking your trainer or support staff.

**We Are Here to Help**

If you're unsure whether you need support — just ask. Support is part of your training, and our team is committed to helping you achieve your goals.



## Section 4: Safety and Wellbeing

We are committed to providing a safe, inclusive, and supportive learning environment for every learner. Whether you're studying on campus, online, or at a workplace, your wellbeing is a priority. This includes physical safety, emotional support, and respect for your cultural and individual identity.

If at any time you feel unsafe, uncomfortable, or unsure — please speak to your trainer or a member of our learner support team. You have the right to learn in an environment where you feel secure, respected, and valued.

### Work Health and Safety (WHS) Responsibilities

All learners have a responsibility to **follow safe practices** in the classroom, online, and during practical training or work placements. This means following all safety instructions, wearing required protective equipment (PPE), and using tools or equipment properly and safely.

Your trainer will explain any specific safety rules for your course. You are also expected to **speak up** if you notice something unsafe. Keeping everyone safe is a **shared responsibility** — and your actions help protect you and others from harm. You can read more about this in our Work, Health and Safety Policy and Procedure.

Most of our courses include an explicit unit on working safely, so you will have lots of training on how to work safely.



### Reporting an Incident or Hazard

If you see a hazard or are involved in an incident, no matter how small, **report it straight away**. This could include broken equipment, a trip hazard, unsafe behaviour, or a personal injury. Quick reporting helps us fix the issue before someone gets hurt.

You can report hazards and incidents by telling your trainer, using a form in your aXcelerate learner portal, or speaking directly to learner support. **In an emergency, always call 000 first**, then notify your trainer or support staff as soon as it's safe to do so.

## Respectful Learning Environments

We do not tolerate bullying, harassment, or discrimination of any kind. This includes inappropriate jokes or language, threats, exclusion, physical intimidation, or any form of abuse — in person or online. Everyone deserves to feel safe and respected when learning.

Our Bullying and Harassment Policy and Access and Equity Policy explain how to report concerns and what actions we take. If you feel uncomfortable or unsafe, please speak to someone you trust — your trainer, a support staff member, or lodge a formal complaint through the process outlined in the learner portal. All concerns are taken seriously and handled confidentially.

## Cultural Safety

Cultural safety means recognising, respecting and valuing the diverse backgrounds, beliefs and experiences of all learners. We are committed to supporting your learning journey in a way that honours your identity and lived experience.

Our learner community includes people from many cultures, religions, language groups, genders, sexual orientations, and life experiences. We promote a learning environment where everyone feels safe, respected and included — free from judgement or discrimination. We encourage open-mindedness, kindness, and respectful communication always.

We use culturally inclusive teaching practices and welcome feedback from learners and communities to continually improve. If you would like to connect with culturally safe support services, please let us know — we are here to listen, learn and support you.

## Emergency and Wellbeing Support Contact Details

**In a life-threatening emergency, call 000 immediately for police, fire or ambulance.** Once safe, let your trainer or learner support team know what has happened so we can follow up with appropriate support.

If you're feeling overwhelmed or need someone to talk to, you can reach out to:

- **Your Trainer** – for study or course-related concerns
- **Learner Support Team** – for wellbeing or personal issues
- **External Services:**
  - **Lifeline** – 13 11 14
  - **Beyond Blue** – 1300 224 636
  - **13YARN** – 13 92 76 (culturally safe support for First Nations people)

These services are free and confidential. Reaching out is a sign of strength — you are never alone in your training journey.

## Section 5: Learner Information and Records

Your personal information, learner records and achievements are important, and we take care to manage them securely and ethically. This section explains what information we collect, why we collect it, and how we keep it safe — as well as what you need to do to keep your records up to date.



### Unique Student Identifier (USI): What It Is and Why It's Needed

Your Unique Student Identifier (USI) is a personal reference number issued by the Australian Government. It allows you to access a secure online record of all nationally recognised training you complete in Australia. This includes qualifications, statements of attainment and any courses funded through government programs.

You must have a valid USI to enrol and receive a qualification or statement of attainment. Without it, we cannot report your training to the national database or issue your certification. If you don't already have a USI, we can help you create one. You can also apply directly through the Unique Student Identifier (USI) website.

We use your USI only for authorised purposes — to report training outcomes and issue certification. It is stored securely in our learner management system and only accessed by authorised staff.

<https://www.youtube.com/watch?v=QD8eXcYvINk>

### Your Privacy and How Your Data Is Used

We are committed to protecting your privacy and complying with all relevant privacy laws, including the Privacy Act 1988 (Cth). We only collect personal information that is necessary for your enrolment, training, support and certification.

Your information may be shared with government agencies such as the National Centre for Vocational Education Research (NCVER), ASQA, or state funding bodies for mandatory reporting purposes. We will never share your data with third parties for marketing or sales without your permission.

<https://www.youtube.com/watch?v=hveBYeuGee4>

You can view our full Privacy Policy in your learner portal. It explains what data we collect, how it is stored, and your rights to access or correct your records.

## **Certification: What You Will Receive When You Finish**

When you successfully complete your course, you will be issued with one or more of the following:

- A qualification certificate (for full courses)
- A statement of attainment (for individual completed units)

These documents are nationally recognised under the Australian Qualifications Framework (AQF). They confirm that you have met all the requirements and are competent in the relevant skills and knowledge.

You'll usually receive your certificate within 30 calendar days of completing your course and finalising any outstanding fees. It's important that your Unique Student Identifier (USI) and contact details are correct to avoid delays.

Once your qualification or course is completed and your certificate is issued, we will upload your competencies and over the following months, this will be reflected in your USI.

## **Keeping Your Contact Details Up to Date**

We need your current contact details to keep you informed throughout your course. This includes your address, phone number, and email address — especially for important information such as class changes, assessment updates, or certification.

If your details change during your course, please update them straight away in your aXcelerate learner portal or let your trainer or support team know. This ensures we can contact you if needed and that your records are accurate for reporting and certification purposes.

Keeping your information up to date is your responsibility and is part of your learner agreement with us. It also helps us support you more effectively throughout your training.

## Section 6: Fees, Refunds and Complaints

The following information outlines how fees are charged and refunded, and how you can raise concerns or lodge a complaint. Your exact entitlements depend on your enrolment type.



### Fee-for-Service (FFS) Learners

If you are paying for your training directly (or your employer is paying), this is called fee-for-service. You'll receive a written agreement that outlines all costs before you enrol, including tuition, materials, and any other charges.

Fees are generally paid in instalments. We protect prepaid fees in line with national guidelines using a bank guarantee or tuition assurance arrangement. If you withdraw before the course begins or if we cancel the course, you may be eligible for a refund. Once training has started, refunds are limited and based on the circumstances and timing of your withdrawal.

If you're unhappy with any aspect of your course, you are encouraged to speak to your trainer or submit a formal complaint using our Complaints and Appeals Form. We aim to resolve all matters fairly and quickly.

### WA Funded Learners

If you are studying under a subsidised training place through the WA Department of Training and Workforce Development (DTWD), your fees are determined by the government and are capped depending on your course and eligibility.

You will receive a statement of fees before enrolling. You may be entitled to a full or partial refund if you withdraw before the course begins, or in special cases such as serious illness or hardship. All requests must follow the DTWD refund policy.

If you are dissatisfied with a decision or experience during your training, you can raise a concern informally or lodge a formal complaint. You will not be disadvantaged for making a complaint, and you have the right to appeal if you are not satisfied with the outcome.

## Section 7: Complaints and Appeals

We are committed to making sure your training experience is safe, fair and supportive. If something goes wrong — whether it's a decision you disagree with, a concern about how you were treated, or an issue with your training or assessment — you have the right to speak up. Your concerns will be taken seriously and handled respectfully, with no impact on your enrolment or future training.

### What's the Difference Between a Complaint and an Appeal?

- A **complaint** is when you're unhappy about a service, the way you've been treated, or something that has happened during your course — such as a concern about your trainer, learner support, facilities, or class experience.
- An **appeal** is when you want to challenge a decision that has been made — such as your assessment result or a ruling about your course progression.

### How to Make a Complaint or Appeal

We encourage you to first speak directly with the person involved — often, issues can be sorted out quickly and informally. If you're not comfortable doing that, or the issue isn't resolved, you can submit a **formal complaint or appeal**.

To do this:

1. Contact learner support for the relevant form or find it on our website or in your learner portal.
2. Submit your complaint or appeal in writing — in person, by email, or through the learner portal.
3. You will receive an acknowledgement within **10 working days**, and we aim to resolve all issues within **30 days**.

If more time is needed, we'll let you know why and keep you updated on progress.

### What to Expect During the Process

- All matters are kept **confidential** and handled with respect.
- You will have a chance to explain your concern and provide evidence or context.
- The issue will be reviewed fairly and independently — if needed, assessments can be reassessed by a different trainer.
- All outcomes will be shared with you in writing, along with any next steps.
- If you are not satisfied, you can escalate the matter externally (e.g. to ASQA).

There is **no cost** to submit a complaint or appeal.

### Where to Find Help

If you're unsure where to start, speak to your trainer or a member of the learner support team. We can help guide you through the process and assist with form completion if needed. You can also access the full Complaints and Appeals Policy in your aXcelerate learner portal or on our website. Raising concerns helps us improve. Your feedback — even complaints — are part of how we make our courses better for everyone.

## Section 8: Policies and Procedures

Please confirm that you have read and understood the following Policies:

- Code of Conduct
- Plagiarism, Cheating and Collusion Policy
- Complaints and Appeals policy
- Effective Training and Assessment Policy
- Access and Equity Policy
- Bullying and Harassment Policy
- Privacy Policy
- Learner Support Policy
- Workplace Health and Safety Policy

Found at: <https://www.assuredlearning.com.au/learnerresources>

- I know how to log into the learner portal (aXcelerate)
- I have submitted my Unique Student Identifier (USI)
- I know how to contact my trainer
- I know how to ask for learning support
- I understand my rights and responsibilities

Learner Name: \_\_\_\_\_

Learner Signature: \_\_\_\_\_ Date: \_\_\_\_\_