



## **DTEC Learner Agreement**

### **Learner Responsibilities**

All participants undertaking training with DTEC must agree to the following:

- Before attending the course, review information about the course to ensure that it meets your needs and you meet the minimum entry requirements. Details of our courses are available at <http://dtec.rac.com.au/Courses> or call the centre to speak to one of our team on 1300 92 3832.
- Before attending the course, advise DTEC of any factors which may affect your ability to successfully undertake the course. Examples may include, but are not limited to, physical limitations, literacy issues and English language difficulties.
- Complete any pre-course work. You will be sent pre-course work via your nominated email and are required to bring completed work with you on day one of your course.
- Provide all details requested on the DTEC enrolment form. It is essential that a Unique Student Identifier (USI) is provided. If you do not have a USI, or have forgotten yours, it can be obtained from [www.usi.gov.au](http://www.usi.gov.au)
- Participants are required to be on time for their classes; people arriving more than 10 minutes after the designated start time may be refused entry to the course. Courses are based on learner participation, so active and enthusiastic participation is encouraged.
- Behave in a courteous and respectful manner towards your trainer and other participants at all times. Participants who disrupt the learning of others due to objectionable, anti-social, unsafe and/or other counter-productive behaviour will be counselled and, if the behaviour continues, may be asked to leave the course.
- Take responsibility for your own learning. This includes:
  - Approaching the learning with a positive attitude
  - Devoting your full attention to the course
  - Reading your training materials, completing the activities and asking questions
  - Monitoring your own progress and discussing any concerns with your facilitator
- Ensure that any work submitted is your own.

Any concerns regarding your training or assessment should be discussed with your trainer or a member of the DTEC Training Team.



## DTEC Responsibilities

DTEC will:

- Assist you to determine the most appropriate training program to meet your needs.
- Provide you with clear information about what the training entails.
- Train and assess in accordance with the requirements of the VET Quality Framework.
- Support you to the best of our ability. This may include making adjustments, where possible, to accommodate your needs. Should our proposed training/assessment approach not meet your needs, please speak with your trainer as soon as possible about what other options may be available.
- Use trainers and assessors with relevant subject matter expertise and appropriate training and assessment experience.
- Provide high quality training and assessment resources to support your learning.
- Deliver the training and brief you on the assessment requirements for the course.
- Provide you with post-course support, including:
  - Telephone support
  - Email support
  - Face-to-face coaching (fees may apply)
- Endeavour to assess your work promptly. *Please note that for one-day courses, assessment will usually be done prior to the completion of the course.*
- Provide you with written and verbal feedback on your assessments.
- Issue you with a qualification or statement of attainment, as appropriate, for units you have been deemed competent for.
- Provide you with access to your student records if requested. *Please note that assessments are kept on file for six months from completion date.*
- Respect your privacy. We will not forward your personal details to another person or organisation without your permission. However, where your employer is paying your course fees, DTEC may provide information about your training attendance and assessment results to a representative from your organisation (i.e. your supervisor or Training Department personnel).



- Respond to complaints or appeals promptly and in accordance with our complaints and appeals policy and process. This can be requested from a DTEC team member.
- If training is being conducted by a third party, DTEC will ensure that alternative arrangements for training and assessment are in place should the original organisation no longer be able to deliver.
- Provide clear information about our fees and charges and our refund policy. This can be requested from a DTEC team member.
- Make all other relevant policies and procedures available on our website, <http://dtec.rac.com.au/>

If you have any concerns or enquiries regarding a course, or you wish to obtain additional information, please contact us at:

**RAC DTEC (RTO # 7043)**

16 Grogan Rd, Perth International Airport, WA, 6105

Telephone: 1300 92 3832

Email: [dtec@rac.com.au](mailto:dtec@rac.com.au)

Website: <http://dtec.rac.com.au/>