



Informed and Protected Learners Policy

CTAS Education is committed to adhering to the Standards for RTOs 2015 and the provision of quality training and assessment services. Therefore, CTAS Education ensures that all learners and potential clients are adequately informed about the services they are to receive, their rights and obligations and the responsibilities of CTAS Education prior to enrolment into a course or the commencement of training and/or assessment.

Prior to enrolment CTAS Education will provide advice to prospective students about the course they are enrolling in and the best course of action for meeting the learner's needs.

CTAS Education provides all prospective learners with a Student Handbook related to their course prior to the commencement of training and assessment.

CTAS Education will achieve this policy by providing, prior to enrolment or the start of training and assessment, whichever comes first:

- advice to prospective learners about the training product appropriate to their needs, taking into account the individuals existing skills and competencies.
- current, accurate information, in print or through referral to an electronic copy, that enables the learner to make informed decisions about undertaking training with CTAS Education and at a minimum includes the following content:
 - the code, title and currency of the training product to which the learner is to be enrolled, as published on the National Register
 - the training and assessment, and related educational and support services CTAS Education will provide to the learner including the:
 - estimated duration
 - expected locations at which it will be provided
 - expected modes of delivery
 - name and contact details of any third party that will provide training and/or assessment, and related educational and support services to the learner on CTAS Education behalf, and
 - any work placement requirements, if necessary.
 - information on CTAS Education's obligations to the learner, including our responsibility for the quality of the training and assessment in compliance with the Standards for RTOs and for the issuance of the AQF certification documentation.
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- information on the learner's rights, including:
 - details of CTAS Education's complaints and appeals process, and
 - if CTAS Education, or a third-party delivering training and assessment on its behalf, closes or ceases to deliver any part of the training product that the learner is enrolled in.
- information on the learner's obligations in relation to:
 - any requirements that CTAS Education requires the learner to meet in order to enter and successfully complete their chosen training product, and
 - any materials and equipment that the learner must provide

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- information on the implications for the learner of government training entitlements and subsidy arrangements in relation to the delivery of the services.
- information in relation to the collection of fees, either directly or through a third party, which specifies;
 - all relevant fee information including:
 - fees that must be paid to CTAS Education, and
 - payment terms and conditions including deposits and refunds
 - the learner’s rights as a consumer, including but not limited to, any statutory cooling-off period, if one applies
 - the learner’s right to obtain a refund for services not provided by CTAS Education in the event:
 - the arrangement is terminated early, or
 - CTAS Education fails to provide the agreed services.
- advising learners as soon as practicable where there are any changes to agreed services, including in relation to any new third-party arrangements or a change in ownership or changes to existing third-party arrangement.

Where there are any changes to agreed services, CTAS Education will advise the learner as soon as practicable, including in relation to any third-party arrangements or change of ownership. CTAS Education will also update the website to ensure that we continue to provide the most current information.

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