

# P-1.16 CLIENT'S RIGHTS AND OBLIGATIONS

ECTARC Quality Policy & Procedures Manual  
Section B – Policies

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## 1.16.1 Purpose

This policy reinforces Early Childhood Training and Resource Centre's (ECTARC) commitment to its clients and their rights and obligations.

## 1.16.2 Scope

This policy applies to all ECTARC clients.

## 1.16.3 Deployment

**1.16.3.1** ECTARC ensures that all clients are fully informed of their rights and obligations and the terms and conditions of the training that they are participating in, as well as receive information regarding the training, assessment and support services to be provided prior to enrolment.

ECTARC ensures that all clients are treated fairly and equally.

**1.16.3.2** Clients have the right to:

- A quality training and assessment experience consistent with Australian Skills Quality Authority (ASQA) regulations and state government contractual requirements
- Support customised to their individual needs (including Language, Literacy and Numeracy, geographical location etc.), assisting them to achieve competency
- Mutual recognition where previous nationally recognised studies have occurred by receiving a Credit Transfer and access to Recognition of Prior Learning (RPL) assessment pathways where previous skills and knowledge is demonstrated
- Support provided by Training and Development Officers (TDO) who have the necessary vocational and training and assessment competencies
- Access ECTARC's Consumer Protection Complaints system, including contact details of ECTARC's Consumer Protection Officer
- Confidentiality – please note: where the client's studies are part of a contract i.e. traineeship/apprenticeship, information regarding the studies and progress of a client will need to be discussed with the employer and any other parties who contribute to their learning
- A learning environment free from discrimination or harassment
- Training and assessment that meets the requirements of the current Training Package
- Learning materials that reflect current sector practices
- Assessment that meets the principles of assessment of fairness, flexibility, validity and reliability
- Timely access to current and accurate records and the right to review and correct information if required
- Opportunities to provide feedback that informs ECTARC's continuous improvement processes
- Transparency in the recruitment/selection process and selection criteria
- Upon successful completion of all requirements, their Australian Qualifications Framework Certification Documentation (either a qualification or Statement of Attainment) to be issued within 30 days, provided all fees have been paid by the learner.
- Assurance that should ECTARC close or cease to deliver their enrolled qualification they will either be provided with a refund for any units of competency that they have

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not commenced or their enrolment will be transferred to another RTO and unused fees will be transferred to the new Registered Training Organisation. ECTARC ensures its financial capacity to support students, should this occur.

**1.16.3.3** Clients are informed of the terms and conditions of the training that they are participating in prior to commencement

**1.16.3.4** Clients are informed of the processes of decision-making, where applicable.

**1.16.3.5** Employers and other parties who contribute to each learner's training and assessment are engaged in the development, delivery and monitoring of training and assessment.

**1.16.3.6** Client obligations include:

- Declaring that they have read and understood this information
- Providing honest, accurate information and responses on enrolment and any documentation
- Supplying ECTARC with a valid Unique Student Identifier (USI) on enrolment and give permission for ECTARC to verify this on the USI portal
- Supplying original certified copies of certification documentation (if applying for Credit Transfers)
- Providing photographic identification
- Making truthful declarations that work submitted is their own
- Paying all required fees in a timely manner
- Informing ECTARC of changes that may affect their enrolment e.g. name, address, work placement and providing documented evidence in a timely manner, where required
- Representing ECTARC in a positive, professional manner when attending work placements / practicums
- Maintaining confidentiality in respect to their work, families, children and when completing assessments
- Notifying ECTARC of any concerns regarding their enrolment, training and assessment systems or services provided.

New Policy

Reviewed Policy

Approved by: \_\_\_\_\_ Date : \_\_\_/\_\_\_/\_\_\_