

TSA Learner Agreement

Learner responsibilities

All learners undertaking training with Training Services Australia must agree to the following:

- Before attending the course, review information about the course to ensure that it meets your needs. For information about any of our courses, you are invited to:
 - refer to the appropriate course outline / brochure (these can be viewed / downloaded from our website – www.tsa-wa.com.au), and / or
 - speak with a TSA Training Advisor or trainer
- Before attending the course, advise Training Services Australia of any factors which may affect your ability to successfully undertake the course. This could include physical limitations, literacy issues, dyslexia, English language difficulties, etc. This will help us to advise you about the suitability of the course, and will enable us to consult with you about adjustments that could be made to improve your learning experience.
- Provide all details requested in the TSA student record form, including a Unique Student Identifier (USI). *USIs can be obtained from www.usi.gov.au.*
- Attend classes during the advertised hours for the course, and participate actively and enthusiastically in all training activities.
- Behave in a courteous and respectful manner towards your trainer and other participants at all times. *In accordance with TSA's disciplinary policy (www.tsa-wa.com.au/tsa/files/policies/Disciplinary-policy.pdf) those who disrupt the learning of others due to objectionable, anti-social 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
 - Undertaking additional research if required
 - Completing any homework activities assigned by your trainer
 - Monitoring your own progress and discussing any concerns with your facilitator
- Seek support from TSA or your employer, as appropriate.

Any concerns regarding your training should be discussed with your trainer and / or a TSA Training Advisor.

TSA responsibilities

Training Services Australia will:

- Assist you to determine the most appropriate training program to meet your needs.
- Provide you with clear information about what the training entails.
- Support you to the best of our ability. This may include making adjustments, where possible, to accommodate your needs.
- Use trainers with relevant subject matter expertise and appropriate training experience.
- Provide high quality training resources to support your learning.
- Respond to complaints or appeals promptly and in accordance with our complaints process and appeals policy and process. This can be viewed on our website or requested from a TSA Training Advisor.
- Make all other relevant policies and procedures available on our website, www.tsa-wa.com.au (refer to the *Policies & Procedures* menu item).

If you have any concerns or enquiries regarding a course, or you wish to obtain additional information, you are welcome to contact us at the address shown below.