

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.
- Complete any pre-course work (requirements are generally described in the course outline).
- 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
 - Managing your assessment paperwork
 - Monitoring your own progress and discussing any concerns with your facilitator
- Seek support from TSA or your employer, as appropriate.
- Work with your employer to ensure you have suitable opportunities to complete your post-course assessment.
- If you are unable to complete your assessment within the designated timeframe, contact a TSA Training Advisor to request an extension.
- Retain a copy of all assessments submitted.
- Ensure that all work submitted is your own.

Any concerns regarding your training or assessment 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.
- 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 or a TSA Training Advisor 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)
 - Assignment support workshops (fees may apply)
- Where requested, discuss the requirements of your post-course assessment with an employer representative, to help them better understand workplace support requirements.
- Endeavour to assess your work promptly. *Please note that we generally aim to assess all assignments within 4 weeks of submission, however, timeframes may vary depending on trainer workloads.*
- Provide you with written and / or 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.
- 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, TSA may provide information about your training attendance and assessment results to a representative from your organisation (e.g., your supervisor and / or Training Department personnel). For further information, please refer to the Privacy Policy on our website or speak with a TSA Training Advisor.
- 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.
- Provide clear information about our fees and charges, and our refund policy. This information 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.