



# Student rights and responsibilities

**During your enrolment at The Gordon, you will have rights and responsibilities to The Gordon and equally The Gordon has responsibilities to you as your training provider. This document will help you to be aware of, and understand, these mutual obligations.**

## What are your rights and responsibilities as a student?

### Clear course requirements

You have a right to be provided with details of the course prior to enrolling so that you can make an informed decision prior to applying for the program.

You have a responsibility to ensure you understand any entry, personal learning, attendance and work placement requirements associated with your enrolment.

You will find this information about our courses on **The Gordon website**, you will be given further information at the course information and induction sessions.

### Fair fees and charges processes

You have the right to being provided with clear information about the fees and charges processes as they affect you and your enrolment, including any cooling off period which applies to your enrolment, and significant texts, materials or indirect costs such as excursions.

You have a responsibility to ensure you settle all invoices including any payment plan installments in timeframes communicated and pay any debt to the Institute or under any loan scheme.

You have a right to be provided with information about the implications for you for future study, in any government subsidised course and or applicable government training entitlements which you have accessed.

You have a responsibility to advise your teacher or customer service in writing if you wish to withdraw from a unit/s or a course (as soon as you decide to withdraw).

### To be informed of significant changes to your course

You have the right to a clear training plan which tells you which units you will be enrolled in, what sequence they are delivered in, when units are timetabled, and who will be involved in the delivery and assessment.

You have the right to be informed of any changes that occur while undertaking the course that may impact on your training plan.

You have a responsibility to progress through your course as per your training plan to ensure that changes to training packages from course transitions have minimal impact on your studies.

### To access our complaints and appeals process.

You have a right to make a complaint about the quality of our services, or to appeal a decision which you believe is unfair. You have a right to have your position in a course maintained while you access the complaints and appeals process

You have a responsibility to participate in the complaint or appeals process respectfully and in good faith refer complaints and appeals.

## What are The Gordon's responsibilities to our students?

The Gordon is committed to provision of a quality training experience to each student. As a registered training provider, The Gordon is responsible for providing programs that meet industry standards and course requirements, with the aim to meet the learning needs of the student, and their desired learning pathway.

### Offering services that comply with regulatory requirements

- The Gordon will only deliver qualifications and accredited courses which The Gordon is approved to offer;
- Providing services that comply with legislation relevant to your vocational education and training;
- Provision of services that comply with any contractual agreements including offering courses to students under government subsidies.

### Ensuring students are informed

Ensuring our students are aware if any part of the course is delivered by another company (third party) on behalf of The Gordon and the details of that arrangement which affect your studies.

Keeping you up to date on any changes that will impact your training program, such as any legislative changes, updates to the course that may result in you needing to transition to an updated version of the course, significant timetabling updates or ongoing changes to your teachers. Course transition notifications will, so far as practicable, be supported by clear guidance regarding any implications to you as a result of the change.

### Provision of quality training and assessment

Provide each student for the duration of their enrolment with learning and training resources that will provide the best opportunity to successfully meet the course requirements.

This includes provision of:

- qualified and industry current teachers, learning and assessment environments reflective of industry, appropriate facilities, equipment and technology required to meet the course requirements.
- assessment practices that meet the requirements of the Standards for Registered Training Organisations (RTO's) 2015 and The Gordon's Assessment Policy

### Administration of policy and procedures

The Gordon is responsible for maintaining and communicating clear policy and procedures around fees and charges, refunds, and complaints, and appeals. Relevant policies and guidance documents are accessible to the student on **The Gordon website** and **Student Portal**.

### Issue of certification documentation

Within 30 days of being assessed as meeting the requirements of your course, provided you have paid all fees, The Gordon is responsible for issuing official certification documentation. You will receive either:

- an award for the qualification supported by a list of units that form part of the full qualification; or
- a Statement of Attainment which lists all units successfully attained as part of that qualification

**Note:** if you are an apprentice or trainee, completion of your apprenticeship/traineeship qualification requires signoff by your employer verifying final confirmation of competency as set in the **Apprenticeship/Traineeship Guidelines**. The Gordon can only issue certification once this confirmation has been received.