



## LEARNER RIGHTS AND RESPONSIBILITIES

### Learners have a **RIGHT** to:

- receive quality training and assessment that meets organisational, legislative and/or regulatory requirements;
- be treated fairly and with respect;
- have a learning environment which is free of discrimination, harassment and intimidation;
- expect a supportive and safe learning environment;
- be provided with information about training and assessment requirements;
- apply for recognition of experience, skills and knowledge that have been previously acquired;
- receive the training and support necessary to achieve training and/or assessment outcomes;
- have access to education and support services;
- request information and receive feedback on their progress;
- expect that a complaint made or lodgement of an appeal will be recorded, acknowledged and managed fairly, efficiently and effectively;
- have personal information maintained confidentially and securely in accordance with statutory requirements; and
- be provided with appropriate certification after successful completion of training program requirements.

### Learners have a **RESPONSIBILITY** to:

- follow all BFCSA policies and procedures;
- respond to directions given by BFCSA staff members;
- adhere to work, health and safety guidelines, procedures and instructions;
- treat others with respect and fairness;
- be professional at all times;
- use courteous and respectful language in their interactions;
- smoke only in designated areas;
- respect the property of others;
- ensure that alcohol, illicit drugs or weapons are not brought onto the premises;
- be free from the influence of alcohol or illicit drugs;
- ensure that all assessment tasks and examinations are their own work;
- complete assessment tasks by the due date or request an extension of time in accordance with the required policy and procedure;
- return or renew any borrowed library resources by the due date; and
- report any conflict of interest that they may have with a BFCSA staff member involved in their training and assessment.

**Disciplinary action may be taken against learners who do not comply with any BFCSA policies and procedures**

**Warning! – Uncontrolled when printed! The current version of this document is held in ED RMS.**