

The purpose of this policy is to clearly state the learner's rights in their relationship with Polyweld Tech Academy.

Polyweld Tech Academy believes in the principles of natural justice and reasonable adjustment, access, and equity in learning.

Polyweld Tech Academy has developed a Consumer Rights Statement to articulate the rights of the learner whilst studying with Polyweld Tech Academy.

The Consumer Rights are detailed in the Student Information Booklet and the Code of Practice.

Each learner has the right to:

- Learn in a safe environment.
- Access their personal records.
- Appeal assessment decisions.
- Receive training / assessment appropriate to the AQF level of their qualification.
- Flexibility in payment of any fees.
- Protection of any fees paid.
- Be free from discrimination or harassment.
- Be treated equally and fairly.
- Have previous learning recognised.
- Have their safety and dignity maintained.
- Receive culturally appropriate training.
- Give feedback on their learning experience.
- Flexible assessment methods.
- The appropriate certificate on completion.

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