

Policy Objective

Enrolled students are made aware of their responsibilities and ET Australia's expectations of them as an enrolled student. Students are to be aware of behaviours and circumstances whereby ET Australia reserves the right to either suspend or cancel services.

ET Australia provides an excellent level of support to students and makes all efforts to enable students to complete their training, however as an adult training provider it does mean that the student has to take responsibility for communication, progression, disclosing support needs and making payments as agreed and work cooperatively with us to achieve the desired result.

Progression

It is imperative that enrolled students work with information provided, and agreed to by them, within Training Plan and Assessment Plan documentation. This is important to ensure that training is kept on track and the training is completed within the required timeframes, as well as enabling ET Australia to support students in their ongoing progression towards individual goals.

If training falls behind an ET Australia Representative makes contact to discuss the situation and both parties agree on a plan to get back on track.

If ET Australia is unsuccessful making contact, the student has the responsibility to make contact with ET Australia to discuss and agree on a plan to get training back on track.

If attempted contacts are made and are unsuccessful, and there is no indication of suitable progression towards the training completion as outlined in relevant documentation students should understand that training services may be suspended or cancelled.

Failure to Pay

ET Australia reserves the right to suspend or cancel training if a student fails to pay any part of the training program at the time when payment is due.

Student Code of Conduct

The Student Code of Conduct sets out a standard of conduct expected of all ET Australia students.

Students who do not act in accordance with the Student Code of Conduct may face cancellation of enrolment in the training program.

ET Australia employs ethical practices in all dealings with students and ensures that all appropriate lines of communication in the above matters is conducted prior to cancellation of services to ensure individuals are well informed of their position and have the right to change the circumstances.

All student responsibilities are documented in detail within the ET Australia **Student Handbook**. This is provided to applicants prior to enrolment and can also be readily accessed via the ET Australia website. www.etaustralia.com