

Student Protection Policy

1. Introduction

Our philosophy focuses on delivering excellence in training and assessment by maintaining the highest standards of quality, promoting innovation and professional development, and ensuring a safe, supportive, and engaging learning environment supported by superior customer service.

2. Trainee's Rights and Responsibilities

2.1. Trainee's Rights

ONTI recognizes that Trainees have the right to:

- Expect their training and assessment to be of high quality. Have their individual needs and learning styles recognized and appreciated.
- Trainees have a right to have their individual learning needs known and addressed by their Trainer.
- Have access to all ONTI's courses and services regardless of educational background, gender, marital status, race, color, pregnancy, national origin, ethnic or socio economic background, physical or intellectual impairment, and religious or political affiliation, except where physical agility or where units of competency specify prerequisites or is a requirement of the course.
- Have their prior learning, acquired competencies, and experience appropriately recognized in determining their requirements for accredited courses according to sponsor requirements and ONTI's entry assessment.
- Be advised of the learning outcomes and prescribed assessment tasks for the course of their choice prior to its commencement.
- Appeal for a review of the results of an assessment.
- Expect to achieve the published learning outcomes from their course, if they, in turn, devote the necessary time and diligence to it.

Be provided with knowledge and skills from qualified, competent and diligent Trainers/Assessors who observe their responsibility to address Trainees learning needs, assist them to achieve the course outcomes, and assess the Trainee's work fairly. Lear

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In an appropriately appointed, safe and clean learning environment, free of all forms of

- harassment and discrimination.
- Be treated with dignity and fairness.
- Expect that we will be ethical and open in our dealings, communication and advertising.
- Expect that we will observe our duty of care to them.
- Efficient handling of administrative matters and in the processing of fees, concessions, etc.
- All Trainees have the right to access all of their own personal training records when requested.
- Privacy, confidentiality and secure storage of their records.

2.2. Trainee's Responsibilities

Whilst in attendance at ONTI, as a Trainee it is your responsibility to understand and adhere to all policies and procedures.

- Trainees are to recognize other people's human worth and dignity.
- All Trainees have a right to learn in an appropriate environment and be free from any form of harassment and/or discrimination.
- Trainees will be made aware of the learning outcomes of each course and the associated assessment program. Competencies are assessed throughout the course and each course will consist of an assessment. If a competency is not achieved at the initial assessment, Trainees are given the opportunity to be re-assessed at a time that is mutually convenient to both the Assessor and Trainee and relevant to any regulatory requirements. This will be dealt with on a case-by-case basis dependent on ONTI's regulations and through coordinating with the Trainee's respective sponsor.
- Where Trainees are to be assessed for any of ONTI's training courses, THEY MUST BE 16 YEARS of age or over.
- Individual Trainees will divulge no personal information to third parties without written consent. All Trainee and staff information will be kept confidential except where a legal obligation exists such as a court order.
- There is no provision for child minding and children are not permitted in class.
- Occupational Health and Safety is important to ONTI and our policy is to ensure the health, safety and welfare of all employees and Trainees. All employees and Trainees, however, have a responsibility for their own health and safety and the health and safety of other employees and Trainees. Due care should be exercised at all times, that the health and safety of all is not effected by anything occurring or not occurring in the course, as part of our duty of care.

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- All Trainees will be made aware of all safety provisions and location of the First Aid equipment.
- All Trainees are required to report all injuries or any incidents of harassment by another Trainee or Trainer promptly to the Student Affairs Department and ensure that a written report is kept. This record is kept in the office and all incidents are to be reported giving time, date, location and description of the incident.
- All Trainees are required to turn off mobile phones during classes to avoid disruption to fellow Trainees and the class/workshops/labs in general.
- All Trainees are required to advise ONTI immediately of any changes to their contact details.
- The management of ONTI reserves the right to ask any Trainee to leave a class if, in the opinion of the Trainer, that Trainee is disruptive and interrupts the flow of the lesson.
- ONTI retains the right to refuse enrolment and to remove from class any Trainee who disrupts the learning experience of others. Trainees who do not behave in an acceptable and appropriate manner towards staff or other Trainees, or who fail to respect the property of ONTI, or the premises in which courses are conducted may be removed from the course.

3. Client Selection

In some of ONTI's courses there may be more Trainees who wish to enroll than there are available places. ONTI's selection criteria will take into account various factors when deciding upon which Trainees will be offered places into the various courses.

ONTI will use a range of selection criteria in its selection of Trainees for entry into courses. Information used as selection criteria may include relevant skills, experience and career plans, and sponsor recommendation. It is the responsibility of each individual potential Trainee to discuss this information with ONTI staff prior to enrolment and to provide relevant evidence to substantiate their claims. The information supplied will be used by ONTI to help decide which applicants will be offered a place in a course.

Various courses at ONTI may require a different type of selection criteria, however, the common selection criteria utilized by ONTI is as listed below:

- Principal sponsor/customers' requirements;
- The ability and commitment of the potential Trainee to complete the course;

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